



NATIONAL
COUNSELLING &
PSYCHOTHERAPY
SOCIETY

*National Counselling and Psychotherapy Society
& National Hypnotherapy Society
SOCIETY COUNCIL MEETING
Wednesday 16th October 2024*

1. Welcome to Council
2. Apologies for Absence
3. Conflicts of interests
4. To confirm the minutes of the last Council meeting
5. Update from CEO
6. Update from the Head of Training Services and Professional Standards
7. Update from Head of Engagement and Development
8. Update from the Professional Conduct Officer
9. Update from the Communications Manager
10. Update from Head of Operations
11. Update from Head of Policy and Public Affairs
12. Risk Matrix
13. AOB



NATIONAL
COUNSELLING &
PSYCHOTHERAPY
SOCIETY

National Counselling and Psychotherapy Society
& National Hypnotherapy Society
SOCIETY COUNCIL MEETING
16th October 2024 – 11am via Teams

In Attendance:

Liz McElligott (Societies Chair)
Jyles Robillard-Day (CEO)
Gerry Wilmore (Society Deputy Chair)
Camilla Hyland (Head of Operations)
Meg Moss (Head of Policy and Public Affairs)
Faye Blackwell (Head of Engagement & Development)
Kate Mahoney (Head of Training Services and Professional Standards)
Tina Russell (Lay Council Member)
Ted Sangster (Lay Council Member)
Harriet Mortimer (Lay Council Member)
Sofia D'Arienzo (Professional Standards Authority)
Nicola Semple (EA - Minutes)

1 Apologies

Apologies were received from Rachael King (Professional Conduct Manager) and Jyles Robillard-Day (CEO) as he needs to leave at 12pm and there will therefore be a change to the agenda

2 Minutes of the last Council Meeting

The minutes of the last Council Meeting held on 1st May 2024 were agreed by the Council.

3 Conflicts of Interest

None

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

The Council would like to thank Rob for his support and wish him all the best.

4 Report from CEO – Jyles Robillard-Day

The Council was pleased to receive the report from the CEO.

It has been a another very busy period at the Societies, with growth in all departments. A key focus has been on ensuring the smooth implementation of the SCoPEd framework for our members. Other area of key focus has been the review of our Code of Ethics, the development of our EDI strategy and the implementation of a new CRM system.

Feedback from the Council was received.

The progress with SCoPEd and the conference was very positive.

The Council asked for an update on the contacts made at the Labour Party Conference and what are the opportunities for NCPS in following them up.

The Council were asked for their views on additional EDI training. Having undertaken the Diversity Training module, which was sent to all lay panel members, it was found to be useful in getting a better understanding of what the Societies see as important for the organisation. It was observed by a Council Member that it could be seen as a tick box exercise/test to force conformity into a preformed/rigid framework – similar in approach with other organisations over the past few years. So, more such training would be useful. If only in that it would increase our understanding of your organisational values and approach. It may have other benefits that you are better placed to judge in giving reassurance/delivering to expectations of others as well. Overall, the Council welcomed the training and were happy to receive further training modules to enhance their knowledge and understanding.

The Societies made a lot of new contacts at the Labour Party Conference and are in the process of beginning our relationship with them.

The Societies do not want EDI training to be a tick box but for the Societies to live it and make meaningful development.

The Societies need to look for a new Council member and asked the Council for advice on where to recruit. ■

■

Further training will be made available for all team and lay people.

5 Update on Communications

The Council was pleased to receive the report on Communications.

In the last six months the Society’s social following has continued to grow. There has been a good increase of reads for the Hypnotherapy Society Magazine (HS ■)

[REDACTED]

The Council commented on the Student Magazine and suggested additional content - Benefits, Savings, Quizzes, Self-help, Problem page, In the News.

[REDACTED]

The Council asked during the meeting whether the Societies offer Membership discount, it was confirmed that discounts are offered.

The Societies are currently in the process of redeveloping the website.

The Council asked whether the Societies offer presentations or discussions with students.

[REDACTED]

6 Risk Matrix

The Council was pleased to receive the Risk Matrix.

[REDACTED]

The Risk Matrix will be updated and sent out before the next meeting.

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

The Council was pleased to receive the report from the Head of Training Services and Professional Standards.

The department has had a very busy year to date. With the ongoing transition to support the SCoPEd framework the Societies have had a number of current TPs send in their SCoPEd Column A mapping documents. All new applications for course accreditation are required to complete an application process that requires course content to be mapped to column A competencies/criteria.

The department has also been very instrumental in the ongoing development of some potential key working partnerships. In particular, the Societies bank of external assessors has proved to be a great asset to the team, supporting assessments for membership upgrades.

The Societies are also delighted to announce the arrival of Dovile to the team. She will be taking over the Support Officer role from Nicola who is moving to a new role within the Society. The Training Services and Professional Standards department would like to extend its gratitude to Nicola for all the amazing support she has given us over the past few years. She will be missed in the department, but we wish her well in her new role!

[REDACTED]

[REDACTED]

[REDACTED]

The Council asked if the Societies have details of the take up of the various accredited training courses or through your contact with the providers could get details of those most in demand – or would that be seen as commercially sensitive? If so, then maybe surveying individual members direct, or using your links with academic institutions, or just asking the question in your publication/s. The Societies agreed to review this.

The Council commented that the Societies already lay out the benefits comprehensively with a large list of persuasive elements ranging from what it says about the professionalism and credibility of the training provider to material and information provision to assist and boost their performance. Maybe some hard examples of what you could do on the collective behalf would help emphasis and grab attention e.g. working with government on policies/developing a better understanding of the sector needs would stress the value of a collective/representative approach that you can undertake better than an individual would help. The Societies agreed to review this.

[REDACTED]

The Societies advised that feedback is provided to all Training Providers when assessing the application and whenever any changes are made to the course.

8 Update from the Head of Engagement and Development – Faye Blackwell

The Council was pleased to receive the report from the Head of Engagement and Development.

This report outlines recent activities and updates from the Head of Engagement and Development, highlighting efforts to uphold professional standards while continuing to expand the Society’s recognition and influence.

[REDACTED]

The Societies declined two OM applications due to concerns over unethical practices and non-compliance with professional standards, while approving one application after addressing concerns about trainee placements. Updates to the application process require organisations to provide evidence of compliance with EDI policies, accredited registers, and fair work conditions. [REDACTED]

[REDACTED]

[REDACTED]. Recognition in Northern Ireland has increased, exemplified by an Organisational Member being selected for counselling services in schools, and progress is being made on the online CPD website project with a focus on engaging experts in specialised fields to contribute.

The Head of Engagement and Development continues efforts to support members, ensure professional standards, and enhance recognition across the sector, while remaining faithful to the Society’s core values and ethos.

Feedback was received from the Council.

[REDACTED]

9 Update from the Professional Conduct Manager – Rachael King (Camilla Hyland)

The Council was pleased to receive the report from the Professional Conduct Manager.

This report intends to highlight the recent activities of the Professional Conduct Manager within the Societies and provide an overview of any recent developments.

It has continued to remain a busy department since the last council meeting in terms of an increase in complaints received, Assessment Panels and associated processes. A recent audit of complaint numbers indicated that the number of complaints received has continued to grow. A breakdown of the complaints is below.

Feedback from the Council was received.

The Council asked if the complaint process review has any impact on numbers of complaints?

It would be interesting to have the Societies views as to the reasons for the increase in complaints and whether this is seen as a positive (being recognised as providing an efficient/ effective and valuable process that meets the needs of the profession) or a negative (counselling is increasingly provided by those who fail to meet/work by professional standards). The Societies responded that the growth in complaints correlates with the membership growth.

The Council requested to see the Complaint Review at our next meeting.

10 Update from the Head of Operations – Camilla Hyland

The Council was pleased to receive the report from the Head of Operations.

[REDACTED]

New CRM: [REDACTED]

Audit Process: A new audit process is being developed in parallel with the CRM implementation.

EDI Data: A new initiative aims to collect EDI data to improve diversity within the counselling industry.

Feedback from the Council was received.

The Council asked whether the Societies could collect EDI data at various points in a member's journey - application, joining, random audits, leaving.

The Council had a discussion on EDI in the profession. Is there a need to improve the counselling industry's diversity and inclusivity. Do the Societies have a view that it is insufficiently diverse at present and on what evidence is that based. The Societies could turn those opinions/feelings/pieces of evidence around into the elements of gathering evidence.

The Societies send out surveys to gather data, but it does depend on who responds. The Societies are looking at how to improve the interaction. The Societies do have *some* data via surveys, other professional bodies and our anecdotal experiences. However, better data will make it easier to identify which groups are under-represented.

11 Update from the Head of Policy and Public Affairs – Meg Moss

The Council was pleased to receive the report from the Head of Policy and Public Affairs.

In the period May 2024 to September 2024, the Policy & Public Affairs department have been continuing to develop a number of different workstreams aimed at growing the presence of the Societies within Government and the mental health sector. In this period the NCPS have published four documents, and have another four in production, in addition to six blog posts on the NCPS website and a campaign-related feature in a national magazine. Work on the research and reporting phase of the Therapeutic Relationships campaign is in progress, and the Societies will have a finished report for the Council for the next meeting. The Societies have also concluded the YouGov research mentioned in the previous meeting, and a report for the Council is linked to within this report.

The department have held a number of positive meetings with stakeholders in government and prominent think tanks, and our connections within the sector and the broader mental health and education sectors are growing, thanks in part to our work with [REDACTED] as well as our participation in a number of different cross-sector working groups. The Societies are representing counselling & psychotherapy at a number of different levels, and by focusing on the relational nature of the work our members do, we are aiming to cement their importance within commissioned services. Our members are a vital part of this work, and we are increasingly leveraging their connections to local MPs to enact more grassroots changes. The Societies aim to do more of this type of work in the future.

[REDACTED]

Feedback from the Council was received.

For the campaign the Council suggested the use of 'lighter' contacts in media weekend magazines, health magazines, Women's magazines, Agony Aunts

The Council commended the Societies for their public affairs work across a number of different areas. The Council commented that the Societies are well connected in a number of political areas including MPs. The Council asked if the Societies have looked at developing similar positive relationships with the devolved nations parliaments, perhaps using existing links you have through your networks? The Societies confirmed their engagement strategy covers all four nations of the UK.

[REDACTED]

The Council had a useful discussion around how to get people engaged with the Societies.

It was asked if the Societies planned to attend all political parties' conferences. The Societies confirmed this was the goal for 2025.

The Council asked if the Societies have an Instagram account. The Societies are investigating this as part of the media strategy in 2025.

12 Any Other Business

None

13 Date of Next Meeting

To be confirmed for 2025.

Liz thanked everyone for attending today.

If anyone does have any ideas or questions following the meeting, please feel free to email us.

Appendix

CEO Report
Head of Communications Report
Head of Training Services and Professional Standards Report
Head of Engagement and Development Report
Professional Conduct Office Report
Head of Operations Report
Head of Policy and Public Affairs Report
Risk Matrix

REPORT TO COUNCIL 16th October 2024

Report Author:	Jyles Robillard-Day
Job Title:	CEO

Summary

It has been a another very busy period at the Societies, with growth in all departments. A key focus has been on ensuring the smooth implementation of the SCoPEd framework for our members. Other area of key focus have been the review of our Code of Ethics, the development of our EDI strategy and the implementation of a new CRM system.

Personnel



Rob Kidd has decided to step down from the council due to other work commitments. We are now actively seeking to recruit a new lay council member.

Professional Standards Authority (PSA)

The Societies have submitted their full re-accreditation documents and evidence to the PSA. The full re-accreditation process occurs every three years. We should receive initial feedback by the end of the year.

We still wait for any feedback on Standard 1B (benefits of the profession).

We have received feedback on Standard 9 (EDI). The PSA has issued a number of recommendations for the Societies which we are in the process of completing prior to next year’s re-accreditation.

Last year we submitted our Notification of Change (NOC) to the PSA following our adoption of the SCoPEd framework. Whilst individual NOCs were requested of each SCoPEd partner, the PSA has decided to deal with this as one application. The PSA are currently running a ‘Share your Experience’ exercise where practitioners and the public can share their evidenced views on the SCoPEd Framework.

Mel Venables has become the PSA Director of Policy and Communications. Osama Ammar (Os) has taken on the role of Head of Accreditation. The Societies attended a valuable round table event chaired by Os as the PSA are undertaking a review of its processes and procedures for Accreditation.

SCOPED

As reported at the last council meeting, we are now in the implementation phase of SCoPEd. We have recently had our route to Column C for applicants without a Level 7 agreed by the SCoPEd partnership. This, along with clear guidance notes, is now going to be sent to all our current senior to allow them to apply to maintain their membership category. They have until January 2026 to complete this task. Any current senior who does not complete the application by this date will have their membership grade changed to Professional accredited.

[REDACTED]

[REDACTED]

NHS Talking Therapies have been very positive about the SCoPEd Framework and have used it to inform their new taxonomy document. This is a really positive step for our members and the profession.

CONFERENCES AND OUTREACH

Our conference this year – Therapeutic Relationships: Honouring the Human Connection was a great success with over [REDACTED] delegates attending on line. This year the Societies changed the format and had presentations mixed with fire side chats. Our speakers with lived experience were very well received.

We have just returned from the Labour Party Conference where we had a stand again. The societies made some great contacts to follow up with in the coming months.

[REDACTED]. Our Children’s Ambassador is making a key note speech at the Suicide and Co conference.

Our outreach and engagement is highlighted in the reports by the Head of Policy and Public Affairs and the Head of Engagement.

Organisational Risk

The Societies have developed an Organisational Risk Matrix to track and mitigate risk. This will now an agenda point at every council meeting.

Workflow Update

- SCoPEd Implementation – As already mentioned this is ongoing
- EDI Policy – The Societies are committed to developing an effective and transformative EDI policy. As the council knows we were instrumental in creating the Coalition for Anti-Oppressive Practice. We engaged the toolkit authors to provide anti-oppressive training for the whole team. This was extremely well received and thought provoking. We are currently in a consultation phase to ascertain best way to develop a co-created EDI strategy. We have also provided training to all our lay panel members on Unconscious Bias.
- Review of Code of Ethics – Tina has agreed to lead our project to review and update our Code of Ethics. Tina brings a wealth of experience in running similar projects and we will keep the council updated on progress. This project will last approximately one year.
- Increase Headline rate for membership- [REDACTED]
- Website Development – We are working with our website developer to enhance our current website [REDACTED].

[REDACTED]

- We have introduced the NCPS podcast which has been very well received.
- Our annual membership survey has now had its first response, and the survey results are on our website. It will provide valuable insights on our membership and how we can continually develop the support that we provide.

[REDACTED]

Questions to Council:

- Do the council have any areas which they believe should be added to our risk Matrix.
- Do the council have any suggestions for additional training in EDI which would support the work they do.

REPORT TO COUNCIL 16th October 2024

Job Title:	Communications Update
-------------------	-----------------------

Summary

In the last six months the Society’s social following has continued to grow. There has been a good increase of reads for the Hypnotherapy Society Magazine (HS [REDACTED])
[REDACTED]
[REDACTED]

Magazines

Counselling Matters Magazine

In August we also released an additional special edition of the Magazine. The Special edition of the magazine was released publicly following an influx of articles submitted for our bereavement edition.

[REDACTED]

[REDACTED]

Hypnotherapy Today Magazine

[REDACTED]

Student Counsellor Magazine

In August the updated Student Counsellor magazine was published which we have worked hard on to produce a valuable resource for students and to increase awareness for students about the NCPS when they are looking to join a membership body.

[Redacted]

Social Media

NCPS Current figures

[Redacted]

HS Current Figures

[Redacted]

NCPS

HS

[Redacted]

[Redacted]

|

[Redacted]

[Redacted]

|

[Redacted]

[Redacted]

|

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Questions for the Council:

- Are there any suggestions for how we can push the student magazine further?
- What type of content they feel would be meaningful and beneficial in future student magazine?

[Redacted]

REPORT TO COUNCIL 16th October 2024

Report Author:	Kate Mahoney
Job Title:	Head of Training Services and Professional Standards (and Registrar)

Updates

Key

- Accred = Accredited training status*
- Ad Spec = Advanced Specialist training status*
- Ad Spec CYP = Advanced Specialist training status for CYP training*
- Ad Prof = Advance Professional training status*
- QC = Quality Checked training status*
- TPs = Training Providers*

Please Note: Data reported for this meeting is from the period: 01/04/24 – 31/08/24.

Executive Summary

The department has had a very busy year to date. With the ongoing transition to support the SCoPEd framework we have had a number of current TPs send in their SCoPEd Column A mapping documents. All new applications for course accreditation are required to complete an application process that requires course content to be mapped to column A competencies/criteria.

The department has also been very instrumental in the ongoing development of some potential key working partnerships. In particular, our bank of external assessors have proved to be a great asset to the team, supporting assessments for membership upgrades.

We are also delighted to announce the arrival of Dovile to the team. She will be taking over the Support Officer role from Nicola who is moving to a new role within the Society. The Training Services and Professional Standards department would like to extend its gratitude to Nicola for all the amazing support she has given us over the past few years. She will be missed in the department, but we wish her well in her new role!

Course Recognition

1a) New Training Providers – new courses confirmed.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

1b) New Training Providers – applications in the pipeline/prospective applications

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

2a) Existing Training Providers – new courses confirmed

[Redacted]

[Redacted]

[Redacted]

2b) Existing Training Providers – applications in the pipeline.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

NCPS _____

[Redacted]

[Redacted]

[Redacted]

3) Renewals

[Redacted]

Non-renewals (courses no longer running and/or TPs no longer active or recognition not required – (year to date):

[Redacted]

4) New Expressions of interest / Potential New Business

We continue to receive various expressions of interest for course recognition from both new and existing training providers. We continue to develop relationships with these interested parties and offer support and guidance with regards to the application process.

[Redacted]

[Redacted]

This project work is on-going.

5) Recognition Revoked by Society

[Redacted]



Regional Site Visits

[Redacted text block]

CPD Activities

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

Other items of interest:

- Complex Individual membership applications

[Redacted text block]

[Redacted]

The department has successfully recruited and trained a **bank of assessors** to support assessing the written work required for Accredited Professional Registrant and Senior Registrant membership applications. The Registrar and senior team work closely with the assessors to ensure standardisation across all marking. Regular audits/cross-checking of marking forms part of the assessment process with the involvement of an internal moderator [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

➤ Training standards

Information is listed on the website and is updated as and when necessary. Queries from training providers (TPs) with regards to training standards continue to be successfully answered/supported.

Accredited training recognition - [column A - training criteria]

New applications for course accreditation continue to be assessed in line with SCoPEd 'column A' competencies.



NCPS Accreditation A
- Full Application Form

This application form aligns with the updated 'Standards of Training and Education for Course Accreditation'



NCPS - Standards of
Training and Education

Please note as per information shared in our last report, courses that had NCPS training accreditation **before SCoPEd was adopted have until 2028 to evidence their courses support all column A competencies. The following mapping document has been sent to those particular TPs for completion. Relevant TPs will be asked to submit their mapping document by Mid-2027 to enable the assessments to be carried out and concluded in time for the 2028 deadline.*



NCPS Column A mapping 25423.pdf



Advanced Professional training recognition - [column B – Training criteria]

A training course that can evidence it offers training that covers learning criteria for competencies listed for column B can apply for the Society’s ‘Advanced Professional’ training course recognition.

Applications are now accepted using the following application form:



NCPS Advanced Professional - B - Full

There is also a corresponding logo to support this is type of training recognition:



Column C – Training Criteria

As with the above, we will be devising a mapping document for TPs who wish to evidence learning criteria for column C competencies. This document will be made available to TPs whose courses have evidenced they meet Column A and B competencies. This mapping document is suitable to be used for standalone 'Top up courses' and/or in conjunction with the Column A and B mapping criteria document to support core training courses that offer training that covers learning criteria for competencies listed for Columns A, B and C.

We continue to liaise with other professional and academic awarding bodies in order that the Societies training standards are aligned with the wider profession. The Head of Training services and Professional standards attends the monthly SCoPEd Clinical Group (CG) meetings with representatives from all the other SCoPEd partners.

➤ **Professional Standards Committee (PSC) Meetings**

Since the last council meeting, the PCS have met twice. An interim case review meeting was held in June 2024 and a full Committee meeting in September 2024.

The most recent committee meeting minutes will follow shortly.

As previously outlined, the committee continues to bring a breadth of knowledge and experience brought by its members and for that the Society is extremely lucky and grateful! The Committee's remit is not only to consult on Standards of training and support assessment of complex individual applications for our AR. They also support the department/Society by assessing and verifying the processes we employ to assess training courses and ensure we meet our standards by verifying a random selection of the work the department carries out.

It is important to note that, if there is a need to hold an emergency meeting (should a significant/urgent query emerge with regards to anything linked to training standards or entry to the AR) the Committee are supportive of this.

Questions for Council

1. What market research could we do to identify the most 'in-demand' training courses in C&P at this current time?
2. What emerging trends or skill gaps do you believe there are C&P that we could capitalise on by gaining specific courses to offer to our membership?
3. In addition to what we already offer (<https://ncps.com/become-a-member/training-provider-membership>), what other benefits could we consider offering to Training provider members that sets us apart from our competitors?

REPORT TO COUNCIL 16th October 2024

Report Author:	Faye Blackwell
Job Title:	Head of Engagement and Development

Activities and Updates: April – September 2024

Organisational Members / Recognised Counselling Services

Summary

This report outlines recent activities and updates from the Head of Engagement and Development, highlighting efforts to uphold professional standards while continuing to expand the Society’s recognition and influence.

[REDACTED]

We declined two OM applications due to concerns over unethical practices and non-compliance with professional standards, while approving one application after addressing concerns about trainee placements. Updates to the application process require organisations to provide evidence of compliance with EDI policies, accredited registers, and fair work conditions [REDACTED]

[REDACTED]

[REDACTED]. Recognition in Northern Ireland has increased, exemplified by an Organisational Member being selected for counselling services in schools, and progress is being made on the online CPD website project with a focus on engaging experts in specialised fields to contribute.

The Head of Engagement and Development continues efforts to support members, ensure professional standards, and enhance recognition across the sector, while remaining faithful to the Society’s core values and ethos.

Please see the most recent figures below for Organisational Member applications for the period 01/04/24 – 04/09/24

For avoidance of potential conflict of interest, a full list of organisations has been submitted to Council.

Key

NCPS: National Counselling and Psychotherapy Society

HS: Hypnotherapy Society

OM: Organisational Member

RCS: Recognised Counselling Service

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Declined Applications

The NCPS recently declined two Organisational Member (OM) applications after conducting thorough due diligence.

[REDACTED]

[REDACTED]



Case Study: Concerns Addressed and Approval Granted



The Society remains dedicated to ensuring fair work conditions for all students, volunteers, and paid staff as part of its application evaluation process. This commitment is in line with the NCPS's Equality, Diversity, and Inclusion (EDI) policy and its broader ethos and values.

Application Process Updates

The NCPS continues to evolve its application process to ensure that standards within the profession are upheld. Several key changes have been made:

Additional Policy Requirements: Applicants are now required to provide more evidence to support their application, such as EDI policies.

Accredited Register Compliance: Applicants need to evidence that all service practitioners are members of an Accredited Register to qualify for membership.

RCS Compliance: Organisations delivering therapeutic services as part of their work must now fulfil the criteria for Recognised Counselling Services (RCS). This measure will ensure a clearer division between different membership categories and further enhance standards for public protection.

Fair Work Conditions: Organisations will be required to agree to providing fair work conditions for all staff members, including students and volunteers.

Audit Process: The NCPS will formalise and action an audit process by early 2025 to ensure ongoing compliance with these standards.

The Society continues to work collaboratively with smaller organisations to ensure that high standards are maintained across all service providers, regardless of size.

Membership Benefits

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

NCPS Podcast – ‘Listening In’

In June, the Society launched a podcast titled, ‘Listening In’, initially intended to showcase the work of partner organisations. The podcast has since expanded its scope, allowing the NCPS to promote other initiatives and engage with important topics and people in the mental health sector.

Each episode focuses on a theme, with recent episodes covering topics such as bereavement by suicide and children’s mental health. The most recent episode featured the NCPS’s Head of Policy and Public Affairs and the Chief Professional Standards Officer at the CPCAB, discussing their joint campaign.

[REDACTED]

[REDACTED]

[Listening In | NCPS \(podbean.com\)](https://podbean.com/?ref=embedcode&channel=6485506)

The NCPS remains steadfast in its mission to protect the public and uphold professional standards within the counselling and psychotherapy sector. Through the careful vetting of organisational membership applications, continuous improvements to its application processes, and a commitment to fostering a supportive community, the Society ensures the integrity of its members while promoting fair working conditions for all practitioners. Ongoing developments such as the quarterly newsletter and podcast further enhance the benefits available to members, creating a stronger and more connected community.

The audit process to be implemented in 2025 will further ensure that all members continue to meet the highest standards, reflecting NCPS’s ongoing dedication to professional excellence and public protection.

Barriers to Employment and Regional Support Group Initiatives

[REDACTED]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

Wider Recognition and Development

Recognition in Northern Ireland

The Society's recent recognition by the Education Authority of Northern Ireland (EANI) has led to significant progress in our engagement within the region. An example, our Organisational Member, [REDACTED] has been selected by the Department of Education as a provider for counselling services in post-primary secondary schools. This is a major achievement, demonstrating the Society's growing influence in Northern Ireland [REDACTED]

Online CPD Website Development

Wider engagement

This role also provides opportunities to be involved in various events, coalitions and groups.

Examples:

- EIDA - the Employers Initiative for Domestic Abuse
- Children and Young People's Mental Health Coalition
- Research into suicidality in university students with Surrey University
- Inclusive and Relational Approaches Working Group.

Participating in groups not only gives the NCPS a voice in important initiatives and our name included in open letters to government/politicians, but through relationships created in these meetings, I am able to connect colleagues in other departments to important contacts. In particular, the Head of Policy and Public Affairs, and Head of Training Services and Professional Standards.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Published Outcomes can be found here: <https://ncps.com/complaints/outcome-of-complaints>

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

REPORT TO COUNCIL 16th October 2024

Report Author:	Camilla Hyland
Job Title:	Head of Operations

Updates

Executive Summary

[Redacted]

New CRM: [Redacted]

Audit Process: A new audit process is being developed in parallel with the CRM implementation.

EDI Data: A new initiative aims to collect EDI data to improve diversity within the counselling industry.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted text block]

[Redacted text block]

New CRM

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

New audit process

It became clear during the implementation phase of the CRM project that the [Redacted] platform does not have an audit function to support the Societies' current audit process. This prompted a review of the Societies' current process; assessing the PSA requirements and researching what other similar membership bodies do. This "project

within a project” will run parallel to the [redacted] implementation and the Societies will work alongside [redacted] to develop a superior process.

Scoped Partnership EDI Project

This initiative has come out of the SCoPEd partnership and the need to understand who our combined members are, with a view to improving the counselling industry’s diversity and inclusivity. Currently the Societies only collect meaningful data via the annual member survey. [redacted] will allow us to gather EDI data either at the point of application or on annual renewal.

Membership Services Officer

Staffing

In the period since the last Council Report all MSO staff have been retained. There are no plans to grow the team.

SLA

[redacted]

[redacted]

[redacted]

Membership numbers (as of 1 September 2024)

[redacted]

[redacted]

Question(s) for Council

Does the council have any advice on deciding what EDI data to collect from members and applicants and how often we should be doing this?

REPORT TO COUNCIL 16th October 2024

Report Author:	Meg Moss
Job Title:	Head of Policy & Public Affairs

Summary

In the period May 2024 to September 2024, the Policy & Public Affairs department have been continuing to develop a number of different workstreams aimed at growing the presence of the Societies within Government and the mental health sector. In this period we have published four documents, and have another four in production, in addition to six blog posts on the NCPS website and a campaign-related feature in a national magazine. Work on the research and reporting phase of the Therapeutic Relationships campaign is in progress, and we will have a finished report for the Council for the next meeting. We have also concluded the YouGov research mentioned in the previous meeting, and a report for the Council is linked to within this report.

The department have held a number of positive meetings with stakeholders in government and prominent think tanks, and our connections within the sector and the broader mental health and education sectors are growing, thanks in part to our work with [REDACTED] as well as our participation in a number of different cross-sector working groups. We are representing counselling & psychotherapy at a number of different levels, and by focusing on the relational nature of the work our members do, we are aiming to cement their importance within commissioned services. Our members are a vital part of this work, and we are increasingly leveraging their connections to local MPs to enact more grassroots changes. We aim to do more of this type of work in the future.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

Campaign update

Therapeutic Relationships: The Human Campaign launched successfully at our annual conference. The Society is working closely with CPCAB, and together we have produced social media collateral, guested on two podcasts to talk about the campaign, and the NCPS featured in Happiful magazine talking about the campaign and AI in the therapy room.

[Redacted]

A post has gone out on Social Media asking people to share their stories with us.

An industry-wide report supporting the aims of our campaign is in production, and we hope to publish the report in the autumn.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Articles published

Media

- Happiful: [AI in the therapy room: can we create an alliance?](#)

Blog

- [Keep Counselling Confidential Campaign Success!](#)

- [On the Upcoming General Election and the Future of Counselling & Psychotherapy](#)
- [Representing You: NCPS' engagement during the General Election](#)
- [What the King's Speech means for counselling & psychotherapy](#)
- [Counselling in schools in the House of Lords](#)
- [Our statement on the recent religion and racially-motivated riots](#)

Cross-Sector Working

Working Groups:

- Coalition for Inclusion & Anti-Oppressive Practice
- Memorandum of Understanding on Conversion Therapy
- AI in Counselling & Psychotherapy Expert Reference Group
- Climate Minds Coalition
- Children & Young People's Mental Health Coalition – Mental Health Bill and Children's Wellbeing Bill Working Groups, Mental Health Professionals in Schools Sub Group
- Children's Alliance – Emotional Health & Electrified Generation Working Groups
- Inclusive Education Working Group (NurtureUK)

Letters and Reports Signed/Supported:

- [Experts urge the Government to prioritise mental health for better school attendance](#)
- Pro Bono Economics Report on Universal Wellbeing Measurement (not yet published)

Research

- Profession-wide research being undertaken jointly with CPCAB to understand how the profession views the digitisation of therapy, including apps and AI – report to be published in October
- YouGov Survey to understand how members of the public see counselling & psychotherapy, as well as how they view AI as a potential avenue for therapeutic support – [report can be viewed here](#)

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Questions for Council

- Our 'Therapeutic Relationships' campaign is well-received, but do you have any suggestions as to how we might achieve our goals of ensuring counselling & psychotherapy continue to be commissioned at the same, or even higher, levels within statutory services?
- 

- Are you happy with the balance of work and focus for the department? Is there anything you feel we should be doing more of, or less of?