

National Counselling and Psychotherapy Society
& National Hypnotherapy Society
SOCIETY COUNCIL MEETING
20th March 2025 – 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)

Kate Mahoney (Head of Training Services and Professional Standards)

Tina Russell (Lay Council Member)

Ted Sangster (Lay Council Member)

Phillip Rees (Observer)

Nicola Semple (EA - Minutes)

1 Apologies

Apologies were received from Faye Blackwell (Head of Engagement & Development) and Harriet Mortimer (Lay Council Member)

2 Minutes of the last Council Meeting

The minutes of the last Council Meeting held on 16th October 2024 were agreed by the Council.

3 Conflicts of Interest

None

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

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 Council are happy to receive all the information required before the meeting and were asked if there are any further suggestions to ensure our time together is fruitful to please let us know.

The Societies will be recruiting at least one more Council member but would like to recruit two to ensure there is the correct numbers and wide range of knowledge.

[REDACTED]

The Training Services department is getting busier, and the Societies are looking to recruit in this department next.

The Societies have a big review by the PSA every three years, and conditions were received, but they were mild. The PSA advised that our Coaching Register is not to be an Accredited Register, but the Societies are working towards it being a stand-alone Register, however if this is not accredited by the PSA, the Societies will amend our logo to Approved rather than Accredited. To join the Coaching Register the Societies do have high requirements; the member must hold an ILM5.

The PSA have also requested that the appeals process for when a person is rejected for membership is published, the Societies currently only have this internally.

We have a Risk Matrix, but we need to have specific wording on risk.

SCoPEd is now PCPB and will have new branding with a new website to ensure all the Professional Bodies are involved.

If there are any significant changes made, we will go to our Members for a democratic vote.

The Societies had to submit a Notification of Change to the PSA along with all the other Professional Bodies involved in SCoPEd and PSA have responded to us all and the information is being shared so we can all answer together. [REDACTED]

[REDACTED].

Camilla attends a SCoPEd Comms meeting every two weeks.

The Professional Bodies involved in SCoPEd are all working well together.

[REDACTED].

The Societies are introducing Accredited+ course approval for Training Providers who would like to run a course to enable therapists move to Level B.

[REDACTED]

The Societies conference this year is called "Conversations in Counselling". Last year the Societies did not have a specific topic, and it worked so the Societies thought it would be good to continue with this and this then allows

people who would like to speak on different subjects to join the conference. The Societies have kept it at pay what you can/like as again this worked last year.

The Societies attended the Health & Wellbeing at Work conference earlier this month and advertised the Therapy Hub which is an EAP where companies can sign up and their employees can choose their counsellor. The Societies will be attending the Emergency Services conference later this year and will be advertising the Therapy Hub there too.

EDI is work in progress and the Societies are looking to create a short policy to start with and then work to extend it.

Website development is still ongoing, and the Societies are working with Honcho to redesign the front facing website and this will be completed by mid-summer hopefully. The Societies have been working with Fortesium on the back end of the website and the Members' Portal.

[REDACTED]

[REDACTED]

5 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 continues to support the ongoing transition to the SCoPEd framework. Although a number of current TPs have submitted their SCoPEd Column A mapping documents, a number of TPs are still to complete this. A reminder will go to all TPs who are still to submit their 'mapping' document. The Societies will be looking to actively launch our new 'progression training' course recognition - Advanced Professional training status – From Q2 of this year.

[REDACTED]

With the imminent launch of our Recognised Qualification programme with CPCAB, the department is also preparing itself to support this new venture [REDACTED]

The Societies bank of external assessors has proved to be a great asset to the team, supporting assessments for membership upgrades. The Societies are looking to expand assessment support for the department and plan to recruit a part-time assessor who has experience and able to support course assessments.

[REDACTED]

[REDACTED]

With the launch of a new content management system and website, the department is committed to facilitating its development for a seamless implementation while maintaining a fast, responsive, and user-friendly application process for our training providers. Our primary focus remains on fostering a human connection to strengthen working relationships. The hands-on approach used to build strong partnerships with our training providers continues to receive the most positive feedback.

Feedback from the Council was received.

Kate confirmed that her report was correct in Mid-February.

CPCAB has now launched and there has been lots of interest and queries.

[REDACTED]

The Societies are recruiting a new part time Assessing Officer.

The Societies have a bank of assessors [REDACTED] and this working out to be very successful.

[REDACTED]

The department are working towards working with the new website system.

The Council suggested to look into CPD Institutes and will send Kate the links.

With regards to providing evidence, the Council suggested link it with compliance and advise that it is not duplication it will assist with business continuity, risk management, procurement, etc

6 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 presents an overview of recent activities and developments within the Society, focusing on efforts to uphold professional standards, expand inclusivity, and enhance recognition and influence.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The role of Regional Representatives has been defined, with applications set to open shortly. [REDACTED]

[REDACTED]

The NCPS Therapy Hub is being actively promoted and demonstrated.

The Society remains committed to supporting members, maintaining professional standards, and advocating for greater recognition across the sector, while upholding its core values and ethos.

Feedback from the Council was received.

Jyles spoke on behalf of Faye.

[REDACTED]

[REDACTED] There has been an increase in interaction with our Organisational Members via our Podcast, Newsletter and the Societies have a new Jobs Page in our Member Portal. The Council asked how we are differentiating between Recognised Counselling Services and Organisational Members. Jyles confirmed that Organisational Members are in the field of mental health but not therapists, Recognised Counselling Services offer a counselling service.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED].

The Societies have approached the devolved nations regarding Regional Reps. Lynda Graham who was our chair for our Northern Ireland Committee has agreed to be our Regional Rep for the next year. Faye and Camilla are going to Northern Ireland at the beginning of April [REDACTED]

Once Regional Reps are in place for these nations we will look to England.

7 Update from the Head of Conduct – Camilla Hyland

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

[REDACTED]

[REDACTED]

There will also be more collaboration between the department and the Head of Policy.

With the new website there will be a focus on ensuring the complaints policy is accessible to anyone wishing to make a complaint.

Feedback from the Council was received.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

8 Update on Communications

The Council was pleased to receive the report on Communications.

[REDACTED]

[REDACTED]

[REDACTED]

In addition to our regular tasks the comms team have been assisting the launch of the new Member Portals and Directories. The department have worked closely with the team at Fortesium to improve the overall look and feel of the directory as well as the functionality. During this process information has been reviewed in the old members area with the team and made the content more accessible within the new member portal with the members in mind.

Feedback from the Council was received.

Jyles gave this report.

[REDACTED]

[REDACTED]

The Comms team have been backing up the work with Fortesium.

The magazines are doing great.

[REDACTED]

[REDACTED]

The Council advised that in the UK Cyber Security Council, Microsoft senior people are fearful of the new tech and AI replacing them. Is it worth picking this up with the Members? Meg advised that she has written a piece on this touching on the ethical implications, GDPR and it was printed in the Happiful Magazine. Meg is also on a group where this is addressed but there is a lot happening that is out of our control and is difficult to keep up. The Council asked how we can support the Members supporting their clients as this can bring huge questions, this is something to be looked into. The Societies have got a survey with our Members at the moment which does include an AI question.

9 Update from the Head of Operations – Camilla Hyland

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

Regulator Smart system is now live, some initial delays due to legacy system challenges. Fortesium a reliable partner [REDACTED]

New project: EDI Policy.

SCoPEd Partnership.

MSO staffing stable. SLAs are being met.

Membership numbers - Registrant numbers continue to grow.

Feedback from the Council was received.

Regulator Smart (Reg) is live and the Societies have received good feedback and is revolutionising the way the Societies work. [REDACTED] Therapist searches are easier. The Members' Portal is user friendly, and the Societies have received more applications. [REDACTED]

The new project is now the EDI Policy, and the Societies are currently in phase 1 and are looking at what is currently out there. The Societies will be meeting with our stakeholders and will provide a holding statement.

10 Update from the Head of Public Affairs and Advocacy – Meg Moss

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

In the period October 2024 to February 2025, 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 Societies have published seven documents, in addition to ten blog posts on the NCPS website and have been featured in two podcasts (one being a special edition focused on the NCPS's work). The report for the Therapeutic Relationships campaign has now been published, and link to it is available in this report.

The department have once again 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. The Societies continue to represent counselling & psychotherapy at a number of different levels, and by focusing on the relational nature of the work that the members do, the Societies are aiming to

cement the importance within commissioned services. The Societies hope to be undertaking further campaigning on this throughout 2025.

The Societies have attended the meetings for the Welsh Cross Party Group for Mental Health and Eating Disorders, as well as regular Mental Health Policy catch ups with organisations across the mental health sector. The Societies are increasing relationships with Scottish ministers and have a number of meetings with MSPs lined up. The Societies hope to do the same with MSs in Wales in future, as well as continuing our already long-standing history of engagement with NI.

The Societies held a drop in event in Parliament in December which was very successful and well-attended, where information was shared about NHS Talking Therapies waiting times in each constituency, as well as the number of NCPS therapists available in the constituency. The Societies hope to replicate this again in 2025.

Feedback from the Council was received.

Lots of different documents have been published and a selection have been sent to MPs. The next one will be on low pay in the profession, just waiting for data from our Members' survey.

[REDACTED]

Looking into how the mental health support in the public sector will affect private practice.

There has been lots of relationship building via coalitions and lots of opportunity to get the NCPS name out there.

[REDACTED]

The Societies are looking to change the name of this department and would like the Council's input as it is felt that the title could be confusing.

The title was agreed, and the department is now Public Affairs and Advocacy.

11 Risk Matrix

The Council was pleased to receive the Risk Matrix.

The Societies will be including the Risk Matrix for every meeting.

The Societies will review the Policy annually

12 Any Other Business

Jyles thanked everyone for their attendance and contribution.

Liz is standing down as Chair but will stay on the Council as Chair Emeritus. Thank you for your outstanding contribution for all the years you have been with the NCPS and supported the work.

Gerry will be stepping in to become the Council Chair. Gerry thanked everyone for the honour and thanked Liz for her amazing contribution. Gerry is looking forward to continuing to support Jyles and the Senior Team of the NCPS with the amazing work they do. This will mean that Gerry will need to step back from certain roles within the NCPS but is confident that we have the right people to take these roles on.

13 Date of Next Meeting

15th October 2025 and there will be a shift around of the order.

Liz thanked everyone for attending today.

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