

National Counselling and Psychotherapy Society
& National Hypnotherapy Society
SOCIETY COUNCIL MEETING
15th October 2025 – 11 AM via Teams

In Attendance:

Gerry Wilmore - GW (Societies Chair)
Jyles Robillard-Day – JD (CEO)
Meg Moss - MM (Head of Public Affairs and Advocacy)
Kate Mahoney – KM (Head of Training Services and Professional Standards)
Tina Russell - TR (Lay Council Member)
Liz McElligott – LM (Chair Emeritus)
Harriet Mortimer - HM (Lay Council Member)
Grace Simpson – GS (Professional Conduct Manager)
Beth Keeling – BK (Social Media and Communications Manager)
Wilson Wong - WW (Lay Council Member)
Dovile Juozapaviciute – DJ (Training Services Support Officer - Minutes)

1 Apologies

Apologies were received from Faye Blackwell (Head of Engagement & Development), Camilla Hyland (Head of Operations) and Ted Sangster (Lay Council Member)

2 Minutes of the last Council Meeting

The minutes of the last Council Meeting held on 20th March 2025 were agreed by the Council.

3 Conflicts of Interest

None Declared

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

New member Wilson Wong welcomed to the meeting.

Everyone briefly introduced themselves.

GW informed everyone that reports are not going to be read in full, only summaries presented. Full report has been sent to the Council Members.

4 Report from CEO – Jyles Robillard-Day

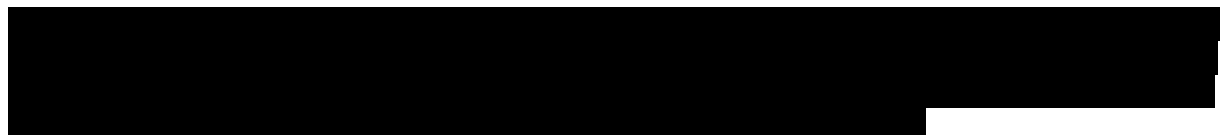
The Council was pleased to receive the report from the CEO.

JD started by thanking the Lay Council members for their continued support and contributions.

It has been a another very busy period at the Societies, and we are pleased to announce that we have grown by 125% in the last 5 years. We are now the second largest professional body in the UK with over 18k members.

Our staff have been working hard and contributed to the significant growth of the societies.

The new website is nearly ready to go live and Beth Keeling (our new social media and Communications Manager) has been working very hard on that with great support from all the team.



The CEO gave an update on SCoPEd implementation, EDI policy and Code of Ethics.

Questions:

WW asked what the level of alignment of SCoPEd is.

JD briefly explained the grades of membership and competencies for columns A B and C and offered to organise a meeting, with himself and KM to explain it all in more detail. WW was grateful for this suggestion.

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

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

MM gave a brief summary of her report highlighting the important work we do around AI use in the mental health sector.

Setting up a long-term goal to evidence that counsellors should not be replaced by ‘chat box therapy’.

MM also spoke about a very successful engagement with Jersey Government and an upcoming project with one of the biggest children charities.

Questions:

WW asked about the Society’s engaged with APPG on Mental health ?

MM responded that she has attended relevant meetings and is invited to the next one, however the APPG is focusing mainly on psychiatry, however we will keep attending meetings.

WW suggested that we should keep bringing counselling to the table to change the narrative and APPG will eventually have to accept it. He suggested that we should attend with a specific academic figurehead in counselling who could bring evidenced based research to the conversations.

MM thanked WW for this great idea.

MM welcomed the council to send any further questions and to respond to the questions posed in her report to the Council after the meeting due to the tight time schedule of today’s meeting.

6 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.

KM opened her section with special/notable thanks to DJ who has proved to be an excellent support to KM and an extremely valuable asset to the team and the Society as a whole. Running the department smoothly and gaining a vast amount of knowledge during her first year in post. Lots of potential for development and growth for DJ within the department.

[REDACTED]

We are aiming for even more human connection with training providers and their students.

JD added that we have now hired 4 external assessors with different skills and experience to assess different content.

[REDACTED]

KM welcomed questions to be sent after the meeting and also welcomed the Council to respond to the questioned posed in her report.

GW added that Kate's department is extremely busy and is astounded as to how much work is managed. He also added that we have started seeing increased AI use in individual assessments in which KM is involved and the team is working on how this can be effectively and efficiently managed.

7 Update from the Social Media and Communications Manager - Beth Keeling

The Council was pleased to receive the report from the Social Media and Communications Manager.

BK went through the numbers and briefly explained what is in her report.

BK also introduced the next steps in the Communications department:

- The launch of Lunch and Learn CPD
- Introducing other CPD opportunities to members

[REDACTED]

[REDACTED]

[REDACTED]

- New website

JD thanked BK for her hard work since joining the Societies in July.

TR requested for charts if possible as well as data comparison with the previous year.

[REDACTED]

No Questions asked.

8 Update from the Professional Conduct Manager Grace Simpson

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

GS highlighted that we have seen a general increase in complaints about members outside of work, mainly their conduct on social media or / and political views.

[REDACTED]

Questions:

WW asked where the breakdown of complaints between counsellors and clients is.

GS responded that majority of the complaints are about conduct on social media or / and political views which is a difficult situation to deal with, therefore we are updating our social media policy.

WW: it is important to state that you are looking at your members professional conduct and not their private life.

GS also noted that if we have a complaint about a training provider, we first point the complainants to go through their training provider's complaint process. Worth mentioning that there have not been many complaints about training providers this year.

KM added that we always make sure that training providers have policies in place to protect themselves and their students. We also have useful CPDs about how to set up private practice to help practitioners mitigate for potential complaints around service delivery.

[REDACTED]

[REDACTED]

[REDACTED]

9 Update from the Head of Operations – Camilla Hyland

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

CEO spoke on Camilla's behalf in her absence.

WW comment: Is there a potential to run 'Open House' online sessions where NCPS informs the public about the Society and what it does for its members and the public?

[REDACTED]

[REDACTED].

10 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.

CEO spoke on Faye's behalf in her absence.

JD commented on Lunchtime learning webinars: it will be quick learning sessions 45 min to 1 h and free for our members. Nominal fee will be applied to the members of public.

No Questions or comments from council.

11 Update on Code of Ethics – Tina Russell

The Council was pleased to receive the update on Code of Ethics.

TR thanked everyone in the Society for their support in updating Code of Ethics with particular thanks to BK for all her invaluable support during this project and for setting up and managing the webinars.

TR gave a presentation on the webinars hosted and the survey regarding Code of Ethics. The presentation will be shared with all Council Members.

We would like to propose a meeting to Council Members to introduce the draft of Code of Ethics towards the end of this year. Hoping to have the final version in spring 2026.

TR presented the matters arising from the survey.

One matter has been discussed further – the use of title Dr.

WW gave an example of how he is using this title: not in the medical field but in the academic field. He suggest that the safest thing to do is say you have a Phd as this is non-contentious.

[REDACTED]

TR questioned if we every matter arising from the survey need to be codified and it was concluded that this is not necessary.

[REDACTED]

[REDACTED]

[REDACTED]

GW commented that we receive a lot of queries about ethical dilemmas. Lots of time we hear gone to supervisor and they said go to NCPS. So we need to support supervisors to do in their role. Also encourage supervisees and supervisors to go to the code and consult these.

12 Risk Matrix – Jyles Robillard-Day

Last year we had to put a Risk Matrix / Business Continuity plan in place that highlights the systems we have in place for all scenarios. Our mission is to always keep it up to date.

[REDACTED]

[REDACTED]

[REDACTED]

JD welcomed questions via email after the meeting.

13 EDI Strategy - Jyles Robillard-Day

We have a new EDI Strategy which will go live on the new website [REDACTED]

Our goal is to have EDI policy that is a living document rather than a tick box document.

Internal training on 'Office banter' has been completed by all staff members.

We will be carrying out an EDI survey / questionnaire next month with our members to help support input and ongoing updates.

TR requested if the Council Members will be included in the questionnaire - JD confirmed that it will be sent to everyone.

14 AOB

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

WW: You may know this, but CCLA has just published the Mental health benchmark 2025 global report which highlights employer practices. [Mental health | CCLA](#)

JD and GW thanked everyone for their attendance and contribution and welcomed questions via email.

GW also commented that he was in awe of what the Societies have become. The complexity of the work delivered at such a high quality is notable. He is very grateful to Society staff but also to the lay members of the Council and what they bring to the Societies.

JD confirmed that the new Exeter staff member will be present and will confirm dates of next meetings along with the Agenda. They will also be taking meeting minutes.

15 Date of Next Meeting

TBC