

Minutes of Societies Council Meeting
Tuesday 11th of July 2017
At the Societies' Offices, Worthing via Skype

In Attendance

Vicky Parkinson (CEO Societies)
Kate Mahoney (Societies Professional Standards Manager)
Megan Nunn (Societies Administration Manager)
Samantha Hurdley (Societies Public Protection Officer)
Gerry Willmore (Societies Head of Professional Standards)
Rob Kidd (Lay Council Member)
Ros Wright (Lay Council Member)
Steve Roche (Lay Council Member)
Wayne Bateman (Lay Council Member)
Dr Phil Rees (Independent Assessor)

Apologies

Dr Chris Forester (Chair of Societies)
Freya Bottomley (Deputy CE)

The meeting was opened, and all were welcomed to the meeting.

Thanks were given to all for attending, and the CEO advised that Dr Rees is attending to assess the Council Meeting.

Introductions were made to Kate Mahoney, Professional Standards Manager, who has joined the Society since the last Council Meeting, and Samantha Hurdley, Public Protection Officer, who was unable to be present at the previous Council Meeting.

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

The minutes of the last Council Meeting on the 28th of March 2017 were agreed by the Council.

Ros Wright and Wayne Bateman joined the meeting after the declarations of interest and minutes from the previous meeting were confirmed, however both confirmed they also had no declarations to make.

Report to Council from Administration Manager

Since the last meeting, one of the administration team has left the Society, and been replaced by a very capable and experienced administrator who has settled into the team and the organisation very quickly. There was no impact to the members as all work was successfully covered by the rest of the admin team and the admin manager. There is still one team member on maternity leave.

[REDACTED]

[REDACTED]

The CPD events that we have been running have in general gone very well. We unfortunately have had to cancel two events due to low numbers of attendees, however this is fewer than the cancellations from last year. [REDACTED]

[REDACTED]

The Council asked how we monitor the success of the courses. This is monitored by the profit made per attendee, as it balances the number of attendees against the cost of the venues (which varies between location and by time of year), and the cost for the tutor to provide the course.

The Council asked how we decide which courses we run each year, and the Administration Manager confirmed that all courses are assessed and the content is checked in October or November each year for the year ahead; we run a variety of topics each year, based upon member feedback, as well as courses that tutors have created that they have found to be successful or believe will be a helpful topic for our members.

The Council asked if we were able to share our framework for assessing CPD courses, to which the Head of Professional Standards confirmed that we could.

[REDACTED]

We have recently sourced a new supplier for our stationary requirements, as we have been doing some analysis and found that many other suppliers can provide us with the same stationery for a cheaper price with the same service levels and delivery costs. The new supplier are a local company, which helps with relationship building. We will be monitoring cost levels on an ongoing basis to ensure that we are always getting the best possible price.

[REDACTED]

Our current phone system, purchased in 2015, is becoming very expensive to expand to fit the growth of the Societies. We are currently looking into a hosted solution that will be cheaper on a monthly basis than our current telephone calls/system, but that will provide us with all of the benefits we currently receive and more. For example, a call-waiting system, multiple calls available on multiple lines, and the ability to ring other numbers in the event that a call is not answered within a certain number of rings. Financially-speaking, we should be saving money each month, and removing the need for expensive upgrades and engineering time every time we want to make a change to our system.

[REDACTED]

[REDACTED]

Report to Council from CEO

The CEO introduced the new Professional Standards Manager, and also introduced the Public Protection Officer to the Council as she was unable to attend the previous Council meeting.

[REDACTED]

Following the submission of AR documents, the team at the PSA paid the Societies a site visit at the end of June. It was a positive meeting and the PSA team gave praise to the NCS and the way the complaints were laid out and dealt with.

[REDACTED]

We did have one concern raised with the PSA as their website shows our accreditation has lapsed (as others organisations do also) and we have asked for them to clarify to the public looking at the website that our accreditation is still valid

[REDACTED]

We have various organizations wanting to work with the Societies; people are now approaching us, as opposed to us approaching them, which is a very positive development and shows that our recognition and reputation are increasing. Many meetings have been attended by the CEO and Deputy CEO and are beginning to provide results.

[REDACTED]

The Council did not have any questions for the CEO.

Report to Council from Public Protection Officer (PPO)

The Public Protection officer noted that the role has been extremely busy since she joined the Society, with an Independent Panel Hearing in April followed by another one in June. More detail was included in the report sent to the Council.

[REDACTED]

[REDACTED]

Over the coming months, the PPO intends to work toward continuous improvement, with a reflective focus on recent Independent Panel hearings. [REDACTED]

[REDACTED]

The Council has no questions for the Public Protection Officer.

Report to Council from the Professional Standards Committee

The Head of Professional Standards welcomed Kate Mahoney to the role of Professional Standards Manager, and noted that she had taken to the role well. [REDACTED]

[REDACTED]

Since the last Council the Head of Prof Standards has chaired a meeting of the Societies' Professional Standards Committee. The Committee had the opportunity to review a range of decisions regarding individual applications to join the Register, as well as applications from training providers, and review policy regarding registrant grades. The next meeting is due to be observed by Dr Phil Rees. [REDACTED]

[REDACTED]

The Head of Professional Standards also attended the PSA conference in London, where we were delighted by the very positive opening remarks from Harry Cayton about the NCS' success with the NHS opening doors to the Accredited Register programme. [REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block]

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

Report to Council from Deputy CE

The Deputy CE was not in attendance so this report was given by the CEO.

The Deputy CE has attended a variety of meetings and conferences since the last Council Meeting. [Redacted]

[Large redacted text block]

Every single Social Media page has grown in likes/followers/subscribers/views since the last meeting. We have been posting a lot of videos in response to the growing trend for video content, including the creation of our own videos which we hope to do more of. [REDACTED]

As of the 10th of July, YouTube for the NCS has 49 Subscribers & 1,628 views, and the HS has 31 subscribers & 817 views. Facebook for the NCS has 21,881 likes, and the HS has 10,174 likes. Our Online CPD Courses Facebook page has 570 Likes. Twitter for the NCS has 1,785 followers, and for the HS has 1, 218 followers.

A.O.B.

The Council asked if they would be sent a copy of our new Code of Ethics. The CEO advised that this is currently with the PSA to sign off as part of our renewal, and once they have confirmed they are happy with it we will issue it to the Council and our members for a 6-8 week consultation process before it is issued.

The next meeting will be arranged for November 2017.