

Board of Trustees Minutes

Meeting Date: Thursday 7 December 2023

Time: 14:00 – 18:15

Type: Online (due to rail strikes)

Location: n/a – by Zoom

Version: Approved

Present:

Michelle	Briggs (MB)	Trustee
Christian	Buckland (CB)	Chair and Trustee
Will	Daniel-Braham (WDB)	Trustee
David	Fitzgerald (DF)	Treasurer and Trustee
Peter	Gregory (PG)	Trustee – <i>from 14:35pm to 18:05pm</i>
John	Loughrey (JL)	Trustee
Courtenay	Young (CY)	Trustee

Apologies:

Pippa	Donovan (PD)	Trustee
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In Attendance:

Viki	Calais (VC)	Chief Operating Officer
Kei-Retta	Farrell (KRF)	EDI Committee Chair – <i>15:45pm to 15:55pm</i>
Jon	Levett (JLE)	Chief Executive Officer
Sandra	Scott (SS)	Communications Manager - <i>15:55pm to 16:05pm</i>
Maura	Sills (MS)	Members' Forum Moderator – <i>until 17:35pm</i>
Emily	Bridges (EB)	Head of Content & Engagement (maternity cover)

Minutes By: Alex Crawford (AC) Governance Manager

Action Points and Decisions – in Black Bold

1. Welcomes, apologies and conflicts of interest

- 1.1. CB welcomed people to the meeting.
- 1.2. Apologies were given for PD.
- 1.3. CB asked if trustees were aware of a conflict of interest with any items on the meeting agenda they were to declare them now. No conflicts of interest were declared.

2. Office Project

- 2.1. **The Board voted unanimously to instruct JLE to authorise the UKCP lawyers to enact break clause on the UKCP premises at 2 America Square.**

3. Minutes of the Board Meeting on 15 September 2023

3.1. Corrections

- 3.1.1. None.

3.2. Matters Arising

- 3.2.1. Re: point 17.2.1 concerning the chair of the Education, Training and Practice Committee (ETPC) who's first term of office ends soon, AC updated the Board with the current situation.

3.3. **The minutes were approved.**

4. Board Action Log

- 4.1. The Board reviewed the Action Log and noted three items that could now be marked as completed. **AC will amend accordingly.**
- 4.2. **AC will change the numbering of the Action Log to make it more straightforward and will also remove all the completed items.**
- 4.3. **AC will endeavour to send the updated Action Log to the Board on 8 December 2023 which captures the actions from today's meeting.**

5. Chair's Update

5.1. JE Case

- 5.1.1. The case has finally been settled and we will be issuing a public statement on Monday 11 December 2023.

PG joined the meeting

5.2. Humanistic and Integrative Psychotherapy College (HIPC) Chair

- 5.2.1. We will be opening a recruitment for a non-elected Board appointed position after the conclusion of the Vice Chair election.

5.2.2. We are currently looking at defining the role description for the post and are working collaboratively with the HIPC Executive on this.

5.3. Members' Forum

5.3.1. CB said he thought the Members' Forum meeting in Edinburgh on 28 October 2023 was a really important and valuable meeting and he thanked MS for organising the meeting.

5.3.2. The meeting of the Members' Forum Regional/National Representatives on 25 November 2023 was also important. It is clear we need to revisit and review the Regional/National Representative role as it could be working better for the representatives and UKCP.

5.4. Equality, Diversity and Inclusion (EDI)

5.4.1. CB has met with KRF and he may start attending EDI Committee meetings.

5.5. Thanks to JL

5.5.1. CB gave great thanks to JL, on behalf of the Board, for all his work as a Lay Trustee during his 8 years in post. His term will end on 10 February 2024 and so this is JL's final full Board meeting.

6. **CEO Update**

6.1. Annual Plan

6.1.1. JLE referred to the Annual Plan. It does not cover everything but focuses on the key things that the Board need to be aware of and monitor.

6.1.2. **JLE will incorporate the comments from PD (sent by email on 07.12.23) into the plan.**

6.1.3. The Annual Plan mentions the Remuneration Review being conducted with those volunteers who receive remuneration from UKCP. The review is being conducted by Beamans (external management consultants) who have had some instances of volunteers not being able to engage with the process due to capacity issues.

6.2. EDI Survey Findings

6.2.1. EDI data from the 2023 Members Survey was included in JLE's CEO update paper.

6.2.2. JLE confirmed to WDB that this was the first time we have collected EDI data as part of the survey.

6.2.3. VC advised that we used standard Office for National Statistics (ONS) fields and that the next phase will be the communication/publishing of the results.

6.2.4. Collecting this data was also partly due to a requirement from the Professional Standards Authority (PSA).

6.3. Professional Standards Authority (PSA) Conference

6.3.1. JLE reported on the PSA Conference which he recently attended.

- 6.3.2. The conference included some research on the experience of the complained against/respondents in complaints cases. The data shows a general negative experience by the complained against, as complaints processes are too long and adversarial.
- 6.3.3. DF said that the issues and conflicts arise because UKCP is both a member organisation and the regulator/"prosecutor" in Complaints and Conduct Process (CCP) cases. UKCP should also have a duty of care to those being complained against.
- 6.3.4. There should be an element of mediation before matters go to a formal complaint.
- 6.3.5. MS has recently met with the Chair of the UKCP Professional Conduct Committee and the UKCP Complaints and Conduct Committee Manager to discuss CCP. MS is also of the view that there should be more opportunity for mediation before progressing to a formal complaint. She is aware of some colleagues who had such a negative experience of the CCP process that it caused them to leave the profession.
- 6.3.6. MB said this was an opportunity for UKCP to lead the way with regards to complaints.
- 6.3.7. DF suggested that we create a (non-official) panel of senior UKCP members/volunteers to give support to those being complained against.
- 6.3.8. **It was suggested that JLE explore the opportunity for more support to those complained against in CCP cases.**

7. Responsiveness to Members

- 7.1. JLE spoke to his paper which provides the Board with information on the level of responsiveness to members (and others) who contact UKCP by phone or email. The paper outlines the process by which calls and emails are dealt with and the monitoring in place to assure that phone calls and emails are being responded to.
- 7.2. The data shows some improvement in our responsiveness although we still need to be much better at dealing with member enquiries.
- 7.3. We receive a high number of phone calls given the size of our membership.
- 7.4. There is no clear data on how voicemails are responded to and we may need to do some research on this.
- 7.5. DF said it is not just about answering phones but about resolving member issues in a reasonable time. DF mentioned the case of an enquiry from someone he knows sent by email on 19 September 2023 that has never been responded to. **DF will provide JLE with details of the specific enquiry. JLE will ensure that a response to the query is sent on 8 December 2023.**
- 7.6. **JLE will explore whether it is possible to differentiate between calls from members and calls from non-members in future telephone metrics reports.**

8. Treasurer's Update

- 8.1. DF spoke to his report which covered the following points:

- 8.1.1. The final (unaudited) 2022/2023 accounts for the year ended 30 September 2023 have been prepared.
- 8.1.2. The Finance, Risk and Audit Committee (FRAC) agreed to transfer the £56k excess Complaints and Conduct Process (CCP) reserves to general reserves.
- 8.1.3. Membership renewals for the current year look to be behind budget at this stage.
- 8.1.4. The FRAC reviewed the position of dormant college bank accounts and took the decision to close those not being used.
- 8.1.5. The FRAC will provide their feedback on the 2022/2023 Trustees report.
- 8.1.6. The FRAC agreed to have UKCP investments reviewed professionally by an independent qualified financial adviser.
- 8.1.7. The FRAC have asked the Senior Management Team (SMT) to submit a business case for the generation of non-membership income.
- 8.1.8. DF raised concerns over the process to approve staff salary increases. **DF & JLE to meet offline to resolve the concerns.**
- 8.2. With regards to FRAC membership, DF requested that the Board formally approve the appointment of PD to the FRAC. **PD's appointment to the FRAC was proposed by DF, seconded by JL and approved unanimously.**

KRF joined the meeting

9. Equality, Diversity and Inclusion (EDI) Update

- 9.1. KRF was welcomed to the meeting and gave a quick update to the Board on EDI matters.
- 9.2. We have had two new members on the EDI committee plus a couple of departures.
- 9.3. One of the departures was due to accessibility issues which we are in the process of resolving in order to enable their return to the committee.
- 9.4. MS commented that accessibility should be a consideration for all committees, boards and forums.
- 9.5. The EDI Committee is moving ahead with the EDI Action Plan and the committee is building relationships with the colleges and organisational members.

KRF left the meeting and SS joined the meeting

10. Coalition for Anti-Oppressive Practise

- 10.1. SS was welcomed to the meeting.
- 10.2. WDB shared a presentation on screen and talked through the presentation slides.
- 10.3. WDB and SS answered questions from trustees about the presentation.

- 10.4. MB said she attended the launch event which was excellent. She also queried how we will encourage people to use the *Race is Complicated Toolkit*. SS said that we have included a survey to determine who will be using the toolkit and how. We will also monitor the UKCP webpage to determine how many times it has been viewed.
- 10.5. CB clarified that the *Race is Complicated Toolkit* is for guidance only and is not UKCP policy.
- 10.6. **It was proposed by WDB and seconded by MB that UKCP remain part of the Coalition for Anti-Opressive Practise and that UKCP's commitments to the coalition are reviewed in two years (December 2025). The proposal was passed by a unanimous vote.**
- 10.7. **WDB will share the Coalition Memorandum of Understanding and Terms of Reference with the Board in due course.**

SS left the meeting

DF left the meeting due to a conflict of interest with the next item

11. Ratification of Treasurer

- 11.1. CB requested that the Board formally approve the re-appointment of DF as UKCP Treasurer for a further 4 years. **DF's reappointment as UKCP Treasurer for a further 4 years from 9 March 2024 was proposed by CB, seconded by JL and approved by a majority vote of the Board (1 abstention).**

DF, VC and EB rejoined the meeting

12. Strategic Planning

- 12.1. JLE referred to his Strategy 2024-2027 update paper.
- 12.2. The Strategy Working Group (SWG) has now met three times and is focussed on preparing the consultation materials.
- 12.3. The consultation will include a series of webinars.
- 12.4. The strategy remains relatively unchanged since discussions at the Board meeting in July 2023.
- 12.5. The final strategy will come to the July 2024 Board meeting for approval and will be launched in Autumn 2024.
- 12.6. The membership of the SWG has been extended to include members of the Members' Forum and the Professional Regulatory Committee of the Colleges and Faculties (PRCCF).
- 12.7. MS expressed a slight concern that members are not being consulted about the strategy now.
- 12.8. JLE said that there will be significant member input into both the SWG and the strategy delivery group.
- 12.9. CY said that the strategy should focus on being supportive of psychotherapists and psychotherapeutic counsellors in their present work.

13. Members' Forum

13.1. MS referred to her written report and also made the following points:

13.1.1. Some UKCP members are unhappy with the lack of response from the office (despite efforts to improve things as mentioned earlier) and are being poorly served by the organisation.

13.1.2. In her view the change from organisational member (OM) votes to individual member (IM) votes back in 2009 was a 'catastrophic error' as IMs no longer have a voice. UKCP seems to have become less democratic since this change.

13.1.3. Members are still questioning the value of their UKCP membership and we seem to be missing what members actually need.

13.1.4. The strategy and governance changes needed are not just 'business as usual with a few tweaks' but a radical change is needed.

13.1.5. MS would like the UKCP staff to work back in the office again rather than remotely online.

13.1.6. MS hopes to have someone shadow her in the role of Moderator before she stands down in Summer 2024.

13.2. DF commented that many of the things that the Members' Forum wish to do cost money and until we develop alternative revenue streams it will be difficult to realise their ambitions. Financial constraints are largely down to the fact that a significant proportion of the UKCP budget is spent on complaints and regulation.

13.3. MS said that these were not just the ambitions of the Members' Forum but they should also be the ambition of the Board.

13.4. CY said that there are many things we could do to improve the experience of members that do not cost a great deal, such as providing member surgeries, webinars and more information.

13.5. CB thanked MS for her comments. Ideally we would like to take on additional staff in order to be more responsive to members. He also expressed frustration at the complaints culture which takes up a lot of the UKCP budget and resources. CB also agreed with MS that he would like the UKCP staff to work back in the office again.

MS left the meeting at 5:35pm

14. NHS Pathways

14.1. JLE referred to his paper.

14.2. Much of the discussion already took place at the CEO Monthly Board Briefing on 24 November 2023.

14.3. The paper presents an alternative way forward.

14.4. **Following a brief discussion the Board passed a majority vote (1 abstention) to take the following action, as set out in the paper:**

- To continue to endorse an outcomes-focussed approach to personal therapeutic work in the Standards of Education and Training (SETs), in line with the suggested wording contained in the paper.
- To communicate this approach to the Education, Training and Practice Committee (ETPC) via the ETPC Chair in order to provide a mandate to continue the discussions at committee level.
- To convene and attend an extraordinary ETPC meeting which will be a joint forum with ETPC members, board members and project team members to discuss further, champion an approach where the standards are led by colleges and modalities, and help finalise the standard. Voting on the final wording shall be limited to ETPC members.
- To endorse the ETPC to commence a full review of Adult Psychotherapeutic Counselling SETs in January 2024 – with a final version ready for January 2025 – that shall include the outcomes-focussed approach to personal therapy.

14.5. JLE and CB will work on arranging the joint Board/ETPC meeting in early 2024.

15. Trustee and Officer Complaints Process

15.1. VC spoke to the proposed amended *Trustee and Officer Complaints Process* which was included in the meeting papers.

15.2. Trustees are to send their comments to VC by email.

15.3. Once feedback from the Board has been received CB will sign-off the final version (no need for it to come back to the Board unless there are substantive changes).

16. PRCCF amended Terms of Reference

16.1. The amended Terms of Reference were approved by the Board.

17. Executive Committee amended Terms of Reference

17.1. This item was deferred and is to be added to the agenda for the Board meeting on 15 March 2024.

18. AOB

18.1. It was noted that not all the agenda items had been covered in the meeting due to lack of time.

18.2. The '*UKCP Representation at European Association of Psychotherapy (EAP) Meetings*' item will be added to the agenda for 15 March 2024.

18.3. With regards to the '*Post Board Bulletin Update*' item, CB and JLE will liaise with EB on drafting a suitable communication.

18.4. DF is to be included in the distribution list for UKCP bulletins.

VC and EB left the meeting

PG left the meeting

19. Closed Session

19.1. The meeting ended with a closed session.

APPROVED