

## AfSFH Committee Meeting Minutes

**15<sup>th</sup> April 2018, 9.30am – 12.30pm - Location: Online via Zoom**

**Present:** Alex Brounger (AB), CEO  
 Trevor Eddolls (TE), Head of IT  
 Helen Green (HG), Journal Editor  
 Nicola Taylor (NT), Head of Professional Standards  
 Sacha Taylor (ST), Finance Officer (took minutes)

**Agenda:**

*Opening Comments – CEO*

- (1) Introduction and welcome to Nicola Taylor as Head of Professional Standards

*Follow up from last meeting:*

- (2) Student Membership Upgrades – where are they coming from (181.3) – PH
- (3) Update on video for satellite schools encouraging students to upgrade to full membership (1711.6, 181.3) –HG
- (4) Membership Benefits Survey update (181.4) – HG
- (5) Automatic Renewal of membership update (181.9)- PH
- (6) Update on new website from sub-committee – TE/HG/PH

*Rolling Agenda Items:*

- (7) Communications to Supervisors - ST
- (8) Journal Update & Assistance to HG
- (9) Volunteer for Newsletter this month
- (10) IT Update – TE
- (11) Membership Update – AB
- (12) Finance Update – ST

*Items Arising This Time:*

- (13) Supervision communications & understanding remit of AfSFH towards Supervisors - ST
- (14) Safeguarding processes for members - ST
- (15) GDPR – impact on AfSFH – membership forms, website text, how we apply new rules with members on our database - HG
- (16) Membership fee – after 8 years at £60, is it time to increase the fee? – ALL

No.	Minute	Action
184.1	<p><b>Apologies for Absence</b>                      Polly Hawkins (PH), Membership Secretary                      David Newton (DN), Chair                      Susan Rodrigues (SR), Trustee                      Matthew Cahill (MH), Trustee</p>	<b>Accepted</b>
184.2	<p><b>(1) Introduction and welcome to Nicola Taylor as Head of Professional Standards</b>                      Nicola Taylor introduced herself as the new Head of Professional Standards and received a warm welcome from her fellow Exec members. She graduated from CPHT Bristol in March 2017 and has been working part-time while teaching psychology.                       Her role will cover a wide area, however initial priorities will include</p>	

## AfSFH Committee Meeting Minutes

**15<sup>th</sup> April 2018, 9.30am – 12.30pm - Location: Online via Zoom**

	<p>helping to organise and restructure membership levels, support members in need of assistance with complying to CPD/Supervision requirements and supporting the CEO with complaints.</p> <p>AB added that GSJ has stepped down from his role as Head of Marketing by mutual agreement due to increases in his practice workload and the Exec thanked him for his input in recent months and wished him well for the future.</p>	
<b>184.3</b>	<p><b>(2) Student Membership Upgrades – where are they coming from?</b> PH was unable to pull the data together following the last meeting as the relevant fields are, more often than not, left blank but it is something PH will monitor and track moving forward. AB will email her to update her.</p> <p>PH has drafted a note to go to students re upgrading for review and distribution in due course and it's been sent to AB to consider.</p>	<p><b>PH/AB</b></p> <p><b>AB/PH</b></p>
<b>184.4</b>	<p><b>(3) Update on video for satellite schools encouraging students to upgrade to full membership</b> HG &amp; ST updated the Exec on meetings held which have outlined a basic structure for the video, and ST still yet to contact Toby to get quotes for filming. The survey on member benefits needs to be completed to help shape the video and identify members willing to feature too.</p>	<b>ST</b>
<b>184.5</b>	<p><b>(4) Membership Benefits Survey update</b> 59 members have replied to date and HG asked another reminder to go into the next newsletter to capture more if possible. She suggested closing the survey one week after the newsletter goes out.</p>	<b>HG/AB/TE</b>
<b>184.6</b>	<p><b>(5) Automatic Renewal of membership update</b> PH said the changes to date haven't saved her as much time as hoped as it is still time consuming to check details and issue certificates. She also highlighted some members renew but don't pay, so she needs to chase/reconcile this and others are paying with PayPal but forgetting to cancel their standing orders so we have had some overpayments to refund. Renewals are not activated until payment is made and some members are not paying directly/via PayPal and just leaving their standing orders running, despite PH advising we no longer accept SOs, so their membership is not being renewed either and PH writes to advise them of this. She has only received one complaint about removing SOs but she replied explaining the reasons for the change.</p> <p>PH expects things to settle down in time and plans to set a whole day aside to work on the financial side of the database, stop SOs and obtain bank details so that ST can issue refunds as necessary.</p> <p>HG suggested a reminder about the renewals process should go out in the next newsletter and ST volunteered to put it on the FB page, so will send text to AB asap.</p>	<p><b>ST/AB</b></p> <p><b>PH</b></p> <p><b>ST</b></p> <p><b>ST</b></p>

## AfSFH Committee Meeting Minutes

**15<sup>th</sup> April 2018, 9.30am – 12.30pm - Location: Online via Zoom**

<b>184.7</b>	<p><b>(6) Update on new website from sub-committee</b>  HG has produced a new PP presentation showcasing the new colour scheme and suggested layout and it was well received by the Exec. AB will take this further by speaking to DN/Angus to move it forward.</p>	<b>AB</b>
<b>184.8</b>	<p><b>(7) Communications to Supervisors and (13) Supervision communications &amp; understanding remit of AfSFH towards Supervisors</b></p> <p>ST started by asking for clarity on the AfSFH communications to Supervisors as she has encountered feedback of confusion and inconsistency in how Supervisors are kept up to date, especially concerning updates/changes to the CPHT syllabus. HG highlighted it wasn't entirely clear where the overlap is but it's ultimately not the AfSFH's responsibility and AB added the NCH don't take on that responsibility with their Supervisors. ST pointed out that the lines are very blurred from our members' and supervisors' perspective but ultimately there are issues with inconsistent messages and the AfSFH can't ignore it, regardless of whether we 'should' be responsible for resolving it because we require members to see Supervisors who are AfSFH members only.</p> <p>HG suggested NT look into it and AB wondered if the requirement that only AfSFH member Supervisors can supervise members was truly necessary. ST wondered if it's simply a question of the Exec asking CPHT to improve communications and AB felt that wasn't our issue but ST felt strongly that, as we are working hard to improve members' experience and ultimately their perception of the AfSFH, we should include Supervisors too, as their perception of value of the AfSFH is at risk ultimately as well. Simply put, a process needs to be decided, communicated and implemented and NT agreed to look into this.</p> <p>AB suggested CPHT could run a ½ day course on syllabus updates and TE highlighted the need to make it accessible to all, including satellite graduates, so perhaps better in written form than as an actual CPD session. NT said she uses an online platform to train her students using powerpoint which is easy and effective and ST suggested she liaise with DN and SR on this as they may be very interested in using this. HG added it would also help with confusion and inconsistency that occasionally appears on the FB group.</p> <p>AB agreed we must continue exploring this and be sure to remind members when needed about the differences between CPHT &amp; AfSFH.</p> <p>ST will do a survey questionnaire to Supervisors as a starting point to identify their needs and priorities concerning communications to get the ball rolling.</p>	<b>NT</b>          <b>NT</b>          <b>ST</b>
<b>184.9</b>	<p><b>(8) Journal Update &amp; Assistance to HG</b>  The next journal edition was due to go out in June, however HG suggested a delay until July so that she can report on DN's appearance</p>	

## AfSFH Committee Meeting Minutes

**15<sup>th</sup> April 2018, 9.30am – 12.30pm - Location: Online via Zoom**

	<p>at the NCH conference and the Exec agreed. HG intends to get quotes from members at the conference too.</p> <p>TE's piece "Meet the Member" will finally be included and HG received a lot of positive feedback on the last edition.</p> <p>AB asked HG to include a welcome to NT and a warm farewell to GSJ in the next edition. NT to send a photo to TE to go in the next newsletter and website.</p>	<p><b>HG</b> <b>NT</b></p>
<b>184.10</b>	<p><b>(9) Volunteer for Newsletter this month</b> AB to do the next newsletter, HG will proof-read it.</p>	<p><b>AB/HG</b></p>
<b>184.11</b>	<p><b>(10) IT Update</b> <u>We currently have:</u> 701 likes on FB page (+27 since last meeting) 338 members on the closed FB group (+14) 837 tweets (+33) 425 we follow (+6) 717 follow us (+19)</p> <p>The Paypal issue is proving a nightmare, their systems aren't acknowledging the info TE is sending in and he is unable to speak to a human to resolve the problem. AB will forward DN's details to add to the data and HG suggested they may have bugs on their software which mean they aren't seeing TE's submissions. TE will continue to pursue them from Monday.</p> <p>The free Happiness Course run by Harvard that TE posted on the FB page was well received.</p>	<p><b>AB</b> <b>TE</b></p>
<b>184.12</b>	<p><b>(11) Membership Update</b></p> <p><i>Delivered by AB in PH's absence – info taken from notes PH sent to AB for the meeting</i></p> <p><u>We currently have:</u> 2 admin (same as at last meeting) 441 registered members (+6) of which 6 are international members (+2) 152 student members (-16) <b>595 total membership (-14)</b></p> <p>PH has been having quite a few problems with student applications - fields left blank, no insurance details, no course details, no dbs details, no email and occasionally illegible. She has changed the student application form slightly to try to make it clearer. Two of the satellite schools are the worst offenders and DN has become more actively involved to address this. PH has updated the application forms as well to make things clearer and rather than hold applications up, she now processes them but emails the applicant for the additional information</p>	

## AfSFH Committee Meeting Minutes

**15<sup>th</sup> April 2018, 9.30am – 12.30pm - Location: Online via Zoom**

	<p>and then checks that it has been added. PH does not process any that have insurance details missing and can't process those without an email address.</p> <p>HG asked if DN was speaking to all the satellite schools or just those who were having application issues and AB confirmed he was communicating to all satellites to aid consistency across the board.</p> <p>PH has made a start on clarifying timescales and processes for student membership and when they have to upgrade by. However she still needs to prepare the emails to be sent to students to alert them to the fact that it is time to upgrade and figure out how to make sure they are sent automatically.</p> <p>PH emailed 25 students who qualified before December 2017 offering them a special offer of Registered Membership if they upgraded within 4 weeks of that email. 7 of them upgraded. The offer was that they could still upgrade for £40 even though they were well past the '4 weeks after qualifying' period. The Exec liked this idea and thought it worth repeating in future.</p> <p>PH updated the standard renewal emails and added member benefits to emails as requested at the last meeting.</p> <p>TE then asked why we can do renewal online but new members still need to fill out a paper application form. AB will ask PH to look into this with Wild Apricot and report back to the Exec at the next meeting.</p> <p>As for organising the various membership levels, ST to send NT the current list of membership levels for review and further discussion to be had - AB/NT/HG volunteered to meet to discuss the levels before the next meeting.</p>	<p style="text-align: center;"><b>PH</b></p> <p style="text-align: center;"><b>PH</b></p> <p style="text-align: center;"><b>AB/PH</b></p> <p style="text-align: center;"><b>ST</b> <b>AB/NT/HG</b></p>
<p><b>184.13</b></p>	<p><b>(12) Finance Update</b>  <u>Funds in Bank:</u>            Nov-17: £25,651.04            Apr-18: £30,554.98            Surplus for the financial year to date 2017/18: £4903.94  <u>PayPal Funds (awaiting transfer):</u>            £3,531.63</p> <p>ST apologised to the Exec that, due to her family's relocation to Bath, she had yet to contact HMRC, but that now they are settled, this would be done asap and ST will report to AB in due course.</p>	<p style="text-align: center;"><b>ST</b></p>
<p><b>184.14</b></p>	<p><b>(14) Safeguarding processes for members</b>            ST asked about our position concerning safeguarding issues with members/clients. AB asked what the NCH do as a comparison, but no one was aware. ST asked if we should offer a template for T's and C's and NT highlighted that, following training with Sue Pitman, we should refer to them as 'contracts', not T's and C's, and that we should all be</p>	

## AfSFH Committee Meeting Minutes

**15<sup>th</sup> April 2018, 9.30am – 12.30pm - Location: Online via Zoom**

	<p>stating a privacy policy and ideally email these things out to clients before the IC, so they have time to read/review before signing at the meeting.</p> <p>AB suggested adding a safeguarding section to the Code of Ethics and TE recommended putting a link to a safeguarding course onto our website. AB said we should check what NCH/CNHC advise to their members as a starting point and HG said we could communicate it in the journal and newsletter. TE agreed there needs to be a clear process for members to follow. AB asked NT to review the Code of Ethics and make a proposal for how safeguarding guidelines could be incorporated as this is an area NT has lots of experience in. HG will then take out key highlights to communicate to members.</p>	<p><b>NT</b> <b>HG</b></p>
<p><b>184.15</b></p>	<p><b>(15) GDPR – impact on AfSFH – membership forms, website text, how we apply new rules with members on our database</b></p> <p>HG highlighted that there is a lot of debate on the subject on the FB group and we, as an Association, need to do the right thing in communicating about it and applying it ourselves. We need to put something on the website, update membership forms and application forms/emails, contact forms on our website and ideally we need to do a data audit to know what data we already have and what needs to be kept/what can be deleted.</p> <p>TE asked what we should do about the archived member database, because if someone wants to resume membership after a break, normally we would keep their details and reinstate them accordingly. ST suggested the number of members doing this is quite low, so it shouldn't be an issue to re-apply from scratch instead of keeping their old data. She suggested keeping data for 1 year would be sufficient, but other members felt longer would be better. AB added that if a member were suspended, it would be important to retain this information for longer in case they tried to reapply for membership, as this would need to be considered.</p> <p>AB said it was PH's area to bring application form communications in line with GDPR and NT offered to help her, while TE's area is the website, so a sub-committee was created with PH/NT/TE to clarify wording needed for each setting and they will report back on this at the AGM.</p> <p>ST will email our insurers' contact details to NT so she can ask them how long we should keep member data for.</p>	<p><b>PH/NT/TE</b> <b>ST</b></p>
<p><b>184.16</b></p>	<p><b>AOB</b></p> <p>Membership levels to be reviewed by NT/PH and presented for consideration at the next Exec meeting</p> <p>CPDs on Facebook page – Should we have an events section instead of allowing CPDs to be promoted on the general feed? The question was also raised - what is considered acceptable CPD? NT can look into this</p>	<p><b>PH/NT</b> <b>NT/ALL</b></p>

## AfSFH Committee Meeting Minutes

15<sup>th</sup> April 2018, 9.30am – 12.30pm - Location: Online via Zoom

	and Exec to discuss further at next meeting.	
184.17	<b>Items not discussed due time constraints and moved to the next meeting:</b> (16) Membership fee – after 8 years at £60, is it time to increase the fee? To be discussed further at the AGM as part of the AfSFH annual review	
	<b>Time and date of next meetings</b> <i>AGM</i> Sunday 27 <sup>th</sup> May 2018 from 10.00am-11.00am Clifton Practice in Bristol <i>Executive Meeting</i> Sunday 27 <sup>th</sup> May 2018 from 11.00am-1.00pm Clifton Practice in Bristol	