

AfSFH Committee Meeting Minutes

16th July 2023, 10.00am – 13.00pm – Online via Zoom

Present: Helen Green (HG), CEO
 Trevor Eddolls (TE), Head of IT & Social Media
 Nicola Taylor (NT), Head of Standards
 Andrew Major (AM), Head of Marketing
 Claire Corbett (CC), Head of Membership
 Sally Hare (SH), Head of Communications
 Sacha Taylor (ST), Head of Finance (took minutes)

Follow up from Last Time:

1. Meeting Quorum & Approval of last Meeting Minutes – ALL

Rolling Agenda Items:

2. Communications to Supervisors – HG
3. Journal Update and assistance required - SH
4. IT & Social Media Update – TE
5. Membership Update – CC
6. Finance Update – ST
7. Marketing Update – AM
8. Standards Update – NT

Items Arising this Time:

9. CNHC VO Meeting Highlights - ST
10. CPHT Lecturer Meeting and Follow Up - ST

No.	Minute	Action
	<p>(1) Confirm Meeting is Quorum</p> <p>Apologies</p> <p>Minutes of the last meeting 12th May 2023</p>	<p>This meeting was quorate</p> <p>n/a</p> <p>Approved</p>
237.1	<p>(2) Communications to Supervisors</p> <p>ST provided minutes to HG/TE after the last Supervisors' Networking meeting held in May, so HG can include highlights in the next newsletter due out in September. The next meeting is scheduled in October. ST gave a brief recap of the meeting and said it was well attended and received. HG asked the team to think of a scenario for the next meeting and ST suggested 'what to do if a Supervisee is asked to provide client records to a third party (court order/solicitor etc)' as this came up for her recently and she wondered how many Supervisors would know how to support their Supervisees.</p> <p>CC highlighted a member who recently chose not to renew due to our supervision requirements and wondered if we needed to review these. The consensus from the team is that we already offer an easy to achieve minimum requirement, asking just 6 hours a year, which could be equivalent to just 2 group sessions (typically 3 hours each) in a year. HG added that non-SF Supervision is very different, so it's important that our members continue to access SF Supervision as part of our requirement.</p>	<p>HG</p> <p>ALL</p>

AfSFH Committee Meeting Minutes

16th July 2023, 10.00am – 13.00pm – Online via Zoom

237.2	<p>(3) Journal Update & Assistance required SH shared that, where the last journal was challenging to get content, the current one (due out in Aug) is full and she has surplus ready for the next issue after that. The Super Supervisor article returns, along with an anonymous article on stalking. Our new Fellows will be highlighted, along with a contribution from Andy Workman and an article on Metaphors from TE.</p> <p>SH went on to say they recorded a podcast with Sophie Fletcher on the Menopause last week and it was really good. She hopes to have a Sports Psychologist from Plymouth University for the next one. HG suggested Action for Happiness or Mo Gawdat could be a good fit for a future podcasts and will message SH with details.</p>	HG/SH
237.3	<p>(4) IT & Social Media Update <u>We currently have:</u> 533 members on our Facebook group 1,892 likes on our FB page 448 we follow on Twitter 866 following us 593 we follow on Instagram 626 Instagram followers 142 followers on LinkedIn 52 followers on Threads</p> <p>TE said he has added Threads to the dashboard, now we have an account and 52 followers so far. ST asked if he felt it was worth it so far and TE said it's still early days, highlighting there are no # themes available, so he'll continue to monitor it and see if it's still going strong after 6 months. HG asked if we could link our FB/IG accounts, but TE explained it was better to keep them separate to prevent hacking across platforms.</p> <p>TE echoed SH's comments about Sophie Fletcher's podcast recording being very interesting, and how a question at the end generated some good content.</p> <p>TE continues to work with AM/MAW on SEO and the migration away from WA, as well as sorting out the application process with CC's help.</p>	
237.4	<p>(5) Membership Update <u>We currently have:</u> 800 Registered members 194 Student members 17 Associate members 4 International <u>4 Admin</u> 1019 in total</p> <p>CC highlighted that she is on holiday from 24th July for 2 weeks and is working hard to have everything up to date before she leaves. As ST is away during the same period, AM will be covering her inbox and they</p>	

AfSFH Committee Meeting Minutes

16th July 2023, 10.00am – 13.00pm – Online via Zoom

	<p>have done a handover. We now have over 1000 members thanks to a boom in graduates coming through.</p> <p>CC then highlighted that one school has been emailing an old email address for us (afsfhhyp@gmail.com). She will let ST know which school so ST can follow it up. HG then asked if our pdfs for schools matches our website and CC confirmed it does. Once the process is fully revised, then CC can update content elsewhere to reflect the changes.</p> <p>CC then asked us to clarify our position for members who wish to cancel their membership after their renewal has gone through. ST suggested if they request to cancel within 48hrs of renewal, we should allow them to do so, as sometimes life gets in the way of them actioning the cancellation sooner. HG recommended 7 days, as a cooling off period, in case they are away. The team voted unanimously to allow cancellations up to 7 days after renewal when requested. Any cancellations outside of 7 days will be considered on a case by case basis between CC/HG/ST. TE also highlighted that he receives several notifications every month where members cancel the auto-renew function PayPal imposes and this shouldn't happen as often once we move away from WA. ST wondered if it would mean more payment chasing would be needed without the auto-renew function, but the expectation is that it should not be a problem. TE suggested this new 7-day cancellation process needs to be documented with a policy/process in place. HG asked ST to create it and upload the document into the Finance folder on SharePoint.</p> <p>HG then asked when we last did an FB audit. CC said this is usually a monumental task so she will tackle it after the new system is in place.</p> <p>HG highlighted a recent post on our FB group was done anonymously and asked if we should allow anonymous posts or switch off the function to prevent it, as it is a closed community page and we are all supportive of one another. The group agreed we should leave it as an option for now and review in future, as so far there has only been one post.</p>	<p>ST</p> <p>CC</p> <p>ST</p> <p>CC</p>
<p>237.5</p>	<p>(6) Finance Update <u>Funds in Bank – up to 12May23:</u> 01-Nov-22: £66,869 16-Jul-23: £71,341 Surplus YTD: £4,472</p> <p>ST confirmed our accounts have been filed with Companies House and we ended the financial year 2021-2022 with a surplus of £10,694.</p> <p>ST said the Fellow pin badges are nearly ready to be ordered after lots of to-ing and fro-ing with the production company. She shared the proofs and the team agreed on the latest one so ST will push forward on this, as there is a 6-7 week lead time on receiving the badges.</p> <p>ST reached out to the FB community to review the reciprocal therapists list, but no one has been in touch to remove themselves or add</p>	<p>ST</p>

AfSFH Committee Meeting Minutes

16th July 2023, 10.00am – 13.00pm – Online via Zoom

	<p>themselves, so no action needed at present. HG asked ST to follow up on the additional insurance for cyber security.</p>	ST
237.6	<p>(7) Marketing Update AM confirmed the phases for migration away from WA are planned as follows:</p> <ol style="list-style-type: none"> 1. Registration process 2. Upgrades/renewals 3. Admin <p>There have been some delays as MAW had a cyber-attack on their servers but getting things back on track now.</p> <p>On 22nd July, there will be a meeting to catch up on progress and start testing the registration process and, once we're happy with it, we can replace that section, so it no longer feeds through WA. CC added she has test scenarios ready for AM/TE to use and has spoken to SH about changes to comms needed too. AM said MAW had intended to create a matrix of email comms so we could be clear at every stage of the process on what is meant to happen. AM added it's now looking more likely we won't be able to make the full switchover until the end of this year. ST asked if it would be helpful to review how many renewals are due each month to strategically plan the best month to switchover but the understanding is that it shouldn't cause disruption to service and CC added MAW have the ability to revert back to WA at any point if a particular area isn't working properly.</p> <p>TE/SH/AM are working on the webinar for improving member visibility and ideas/intentions are agreed. They are working on content next and are aiming to launch it mid-September, as that seems to be a good time of year for member engagement after summer holidays.</p> <p>ST has uploaded a document in SharePoint (in Meetings folder, alongside the Data Dashboard) for all Exec members to update any dates they will be away over the summer, so we can arrange cover as necessary.</p> <p>HG asked AM about the payment plan for MAW as no invoices had come through yet, so AM will remind MAW.</p>	<p style="text-align: center;">TE/SH/AM</p> <p style="text-align: center;">ALL</p> <p style="text-align: center;">AM</p>
237.7	<p>(8) Standards Update <u>2023/24 audits have sampled:</u> 40 members, of which: 17 are completed 2 became Associate members 1 cancelled membership 0 extended 0 getting ongoing support</p> <p><u>Lapsed members:</u> 0 being checked 0 chased for logo removal 0 of these renewed</p>	

AfSFH Committee Meeting Minutes

16th July 2023, 10.00am – 13.00pm – Online via Zoom

	<p>0 resolved/logos removed 0 ongoing 2 Standards enquiries</p> <p>NT has launched audits for the next 20 members and has had 4 replies already. NT has had an interesting query from a member that has been asked by their insurance company to write a safeguarding policy. The member found our website resources helpful but wasn't sure how to translate them into their own policy. NT has emailed the member twice but still awaiting a reply.</p> <p>NT highlighted there are 2 Standards enquiries currently. NT asked ST to explore with CPHT their guidelines for recruiting students in the case of a safeguarding question. There was some discussion around our processes for anyone disclosing a criminal record and how this fits in from CPHT to AfSFH.</p>	ST
237.8	<p>(9) CNHC VO Meeting Highlights</p> <p>ST shared her experience of attending the latest CNHC Meeting for Verifying Organisations. She highlighted the fact that Nutritionists and Hypnotherapists make up the largest number of members and are the only talking therapies represented. This raised a question around CNHC's blanket policy that online training is not adequate to become a member. This is understandable for physical therapies, but talking therapies can arguably be taught online. Another highlight was CNHC's approach to a member of the public raising a complaint against a member. If that member's membership lapses during any investigations, CHNC drop the complaint and refer the member of the public to other organisations. Also, CNHC do not share any upheld complaints/removal of membership with other organisations like AfSFH, despite the fact that we do share with them. ST left the meeting wondering on how useful/effective our membership of CNHC is currently, but HG reassured her that our association with them is still helpful, and ST suggested we could proactively ask CNHC for reciprocal information sharing during Standards enquiries.</p>	ST/HG
237.9	<p>(10) CPHT Lecturer Meeting and Follow Up</p> <p>ST shared her experience of attending the most recent CPHT Lecturer meeting in her new role as CPHT Liaison. Overall the meeting went well and she clarified our position in terms of how our 2 organisations can work better together, reinforcing understanding that the AfSFH appreciates its connection with CPHT and offering opportunities to help make their job of promoting AfSFH to students easier overall.</p> <p><u>Actions/Highlights from the meeting as follows:</u></p> <ol style="list-style-type: none"> 1. Instead of getting students to sign a form with their email addresses, Lecturers have been asked to email CC with a list of students from each intake in month 3. If a student later defers/drops out, the Lecturer can let CC know. 	

AfSFH Committee Meeting Minutes

16th July 2023, 10.00am – 13.00pm – Online via Zoom

	<ol style="list-style-type: none"> 2. For now, the Student Directory will not be made more prominent on our website, as the main directory needs to be given priority for full paying members. 3. ST to let Lecturers know when our systems have moved to MAW, allowing students to action applications on their mobile phones 4. NCH offering free membership to Lecturers – ST updated the group that AfSFH will not be matching this offer as our relationship with CPHT is different to NCH and doing so would undermine free membership for our Fellows 5. ST was asked at the meeting if the AfSFH offers any protection to CPHT Lecturers if an issue arose between a student and a Lecturer, if either/both are members. ST suggested this sits with CPHT's terms and conditions and not as part of our membership offer as we support qualified Hypnotherapists working with clients, and have no direct influence over any school's training. She highlighted that our website resources can still be helpful in case of ethical issues, but the Lecturer's first port of call is CPHT. 	ST
	<p>Time and date of next meetings <i>Executive Team Meeting</i> Friday, 22nd September 2023, 9am-12pm <i>Online via Zoom</i></p>	