

MINUTES OF THE GOVERNING COUNCIL MEETING OF THE FEDERATION OF HOLISTIC THERAPISTS HELD AT FHT, 18 SHAKESPEARE BUSINESS CENTRE, HATHAWAY CLOSE, EASTLEIGH ON THURSDAY 23rd OCTOBER 2014

Present:

Jennifer Wayte (JW) President and Chair
Gerri Moore (GM) Vice President
Julie Tasker (JT) Vice President
Cheryl Cole (CC) Vice President
Paul Battersby (PB) Vice President
Herman Fenton (HF) Vice President
Donna Thomas (DT) Vice President
Shailini Karia (SK) Vice President

Apologies:

Bharti Vyas (BV) Vice President
John Brazier (JB) Vice President
Mary Dalglish (MD) Vice President
Helen Chambers (HC) Lay Representative

Session Attendees:

Annie Walling (AW) Minutes

The Meeting commenced at 10:00 with Jennifer Wayte, President in the Chair.

1. Welcome

JW welcomed the attendees to this the last meeting of the 2014. Apologies were offered on behalf of BV, JB, MD and HC who were unable to attend the meeting due to work commitments.

2. Declaration of Interest

JW asked if any Council member has a conflict of interest to declare.

With the forthcoming implementation of the Schools of Excellence, members who have accredited courses would need to declare a conflict of interest and therefore would not have a vote regarding this point. All except SK, DT, CC and PB who are accredited course providers, confirmed that there was nothing to declare. JT stated that Health Kinesiology UK would be starting the process of applying for accreditation and so this may involve a conflict of interest. In JB's absence, JW informed that as an accredited course provider, he would need to declare a conflict of interest.

3. Minutes of the meeting held on 24th April 2014

The Minutes of the meeting were approved as an accurate record proposed by GM and seconded by PB. JW signed off Minutes.

4. Matters Arising

There were no matters arising.

5. FHT Compliance Report

Julie McFadden (Registrar and Compliance Manager) and Kiah Tulloch (Deputy Registrar and Compliance Officer) are now doing CPD checking with all documents being submitted online. This new procedure will save on postage costs to members and the organisation.

The Compliance Report was sent to the Board in advance of the meeting and summarised the quarter's (Q3) report as required by the PSA. Q3 involved standard compliance activities:

Contact Certainty (through scripts, literature and documentation, despatch, training procedures and process procedures); Customer Satisfaction (through lapsing reasons, complaints, training and process procedures); Treating Customers Fairly (through scripts, literature and documentation, despatch, complaints, claims, competency, training procedures and process procedures). No issues were highlighted in Q3.

All new office staff had training in TCF, Conflict of Interest Overview, Money Laundering, Data Protection and Health and Safety. The Membership and Insurance team received training in Summary of Cover – Medical malpractice; Summary of cover – Stock and Equipment; Homeworker Procedure and Pregnancy guidelines.

A Claims review meeting was held with Besso and the Claims team. There were no trends or otherwise to report. Besso and the Claims team were pleased with FHT's progress.

An Audit and review of Therapists' Liability and Property Insurance Binding Authority Agreement of FHT by Hiscox was completed this quarter. Feedback received – minor issues picked up and in the process of being addressed.

Hiscox, Besso and FHT review meeting has been arranged for 26th November (Q4) at the FHT office.

FCA updates and newsletters received – nothing to report.

No complaints were received regarding insurance during this quarter. All staff were reminded that it is important to update the complaint's manager of any complaint received whether verbal or written.

6. FHT Registrar Report

The Registrar's Report was sent in advance of the meeting.

Complaints

There were 2 new complaints about FHT Registrants in Q3 and these are being dealt with accordingly.

Complaints about FHT Services

No complaints about FHT Services were received in this quarter.

Register Management

No new documentation or procedures were introduced in this quarter.

Quality Assurance

The quality assurance audits were completed and no issues were highlighted.

Risk Register

No new risks were identified in this quarter.

Registrant Application

No applications have had to be referred to the Governing Council for review in Q3.

Public and Service User Feedback

No feedback was received about FHT Registrants in Q3. However, the request for public and service user feedback continues to be delayed due to AVR renewal. This will be re-scheduled for Q1 in 2015.

No feedback was received about the FHT website in Q3.

New Therapy Applications

3 new therapies have been added to the FHT Treatment and Products List in Q3.

The inclusion of Sports Massage is now to be incorporated into the renewal of the AVR in Q4.

7. Senior Management Team (SMT) Report

The SMT Report was sent to the Board in advance of the meeting with comments by JW as Managing Director for information on the day to day running of the organisation.

8. President's Report

JW sent her report to the Board in advance of the meeting.

Professional Standards Authority/Accredited Voluntary Register (PSA/AVR)

JW informed the Board that the Associates level of membership was removed from the FHT Directory without the Board's knowledge or consent. This proposal was made to the PSA by

the former CEO and is conditional for our annual renewal of accreditation. JW requested confirmation from PSA as to whether this was mandatory and this has been confirmed. The reason for this is because the PSA perceives that FHT Associates appearing on the FHT Directory may cause confusion for service users, the public and other stakeholders who think Associates have the same status or governance compliance as FHT AVR registrants. FHT registrants are therapists qualified to the national occupational standards and do CPD – Associates don't have to do CPD. A letter will be sent to Associate members to inform of removal from the FHT Directory while giving them the option to upgrade to Full member through their completion of CPD. It was agreed that JW contact PSA to inform that Associates need support and this would protect the public and to ensure standards are being met.

9. Any Other Business

JW informed the Board that Mel Cash is celebrating 25 years in the industry and will be holding an event to mark this special occasion. SK and HF will represent the FHT at the event as Mel Cash is an avid FHT supporter. An FHT award will be presented to him in honour of his achievements over the years.

JW requested that the Board inform her if anyone is interested in putting themselves forward for the Audit Committee for rotation purposes. JW explained the process for being a member of the Audit Committee and 2 new members were voted in.

LE3 Approval

The Board were asked to review the documentation sent to them by the Financial Controller and send their approval for the LE3.

CEPEC

CC and GM sent their reports to the Board subsequent to the recently held CEN and CEPEC meetings in Malta.

Carina Fagan-Brereton has completed her tenure as President of CEPEC (representing the FHT) and a new president was voted in. However, a new representative is required to attend on behalf of the FHT as the UK representative. A discussion was had about CEPEC membership and whether the FHT should be involved. FHT has been involved since the inception of CEPEC and has worked very hard and should see the project to conclusion. All agreed.

Skills for Health (SfH) Foot Care

JW informed the Board that the SfH foot care course is being attended by JT and GM to obtain a level 2 nail care qualification. It was found that there are 7,000 nail carers in Southampton who are all podiatrists and not therapists. The FHT will pilot teaching the course to Reflexologists as an add-on to their therapy. Therapists would be able to work alongside podiatrists for referrals from the NHS. Unfortunately, students on the course are being advised to obtain insurance from another insurance provider who will insure a level 2 in nail care. JW said that FHT's insurance would only cover nail care if it is a level 3 or above and this will be discussed further with the underwriters.

Forward Plan for Centres of Excellence and Awarding Organisation (AO)

It was proposed for consideration that a centre of excellence would be chosen based on having a minimum of 5 FHT accredited qualifications. The centres would be promoted as meeting the required standards and a plaque would be awarded to each centre. This requires further discussion before a decision is made and is ongoing.

FHT Advocates

JW informed the Board that the CNHC now have local support groups as does the FHT. JW suggested that FHT could have 'advocates' among the local support group coordinators to promote the FHT. All agreed that the title FHT Ambassador would be used.

Hairdressing

The Board agreed to begin accepting hairdressing members in FHT. All agreed that this would increase the membership.

Herbal Medicine

Membership and Insurance team have received enquiries about the acceptance of herbal medicine by the FHT. PB recommended that herbal medicine is not accepted. A discussion took place and the Board accepted his viewpoint.

Training Congress 2015

The Board agreed unanimously to hold the annual Training Congress and Awards lunch on the same day at the same venue. A date would need to be decided as soon as possible.

It was also decided that Roadshow workshops would be set up across the UK - North, Midlands and South with each having where possible the same speakers and same topics: sports, beauty and complementary therapies. These would enable the members to attend in the various areas.

New Therapy Acceptance

The Board agreed cut throat razor to be accepted as a new therapy subject to the appropriate professional standards as qualifications (Level 3) as a minimum standard. There will be further reviews of the standards before a final decision is made. The Board will be informed when information is available.

There being no other business, the meeting was called to a close by the Chair at 3:45 p.m.

The next meeting of the FHT Governing Council will be held on Thursday, 19th February 2015 at 10:00 a.m.

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