



COMPLEMENTARY • BEAUTY • SPORTS

MINUTES OF THE GOVERNING COUNCIL MEETING OF THE FEDERATION OF HOLISTIC THERAPISTS HELD AT FHT, 18 SHAKESPEARE BUSINESS CENTRE, HATHAWAY CLOSE, EASTLEIGH ON THURSDAY 24th JULY 2014

Present:

Jennifer Wayte (JW) President and Chair
Cheryl Cole (CC) Vice President
Bharti Vyas (BV) Vice President
Gerri Moore (GM) Vice President
John Brazier (JB) Vice President
Paul Battersby (PB) Vice President
Mary Dalgleish (MD) Vice president
Herman Fenton (HF) Vice President
Donna Thomas (DT) Vice President
Shailini Karia (SK) Vice President
Helen Chambers (HC) Lay Representative

Apologies:

Julie Tasker (JT) Vice President

Session Attendees:

Steve Ridout (SR) Registrar and Compliance Manager
Julie McFadden (JMcf) new Registrar and Compliance Manager
Annie Walling (AW) Minutes

The Meeting commenced at 11:00 with Jennifer Wayte, President in the Chair.

1. Welcome

JW welcomed the attendees once again following the AGM. Apologies were offered on behalf of JT who was away in Kenya. AW offered an apology to SK for leaving her name off the attendance list for the meeting.

2. Declaration of Interest

JW asked if any Council member has a conflict of interest to declare. All confirmed that there was nothing to declare.

Clarification was requested by JT following the Minutes of the April Board meeting. JT is a tutor/member of The Healing Trust and also a tutor/member of the Kinesiology Federation which is not deemed to be 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 JT and seconded by CC. JW signed off Minutes.

4. Matters Arising

GM announced that she would be attending the SfH foot care workshop in September and that ITEC is the awarding body for the course.

The Board will be kept up to date on the progress being made.

5. FHT Compliance Report

SR sent his Compliance Report in advance of the meeting and summarised the previous quarter's (Q2) report as required by the PSA. Q2 involved standard compliance activities

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

FCA updates and newsletters were actioned as required.

No complaints were received regarding insurance during this quarter.

6. FHT Registrar Report

SR presented his Registrar Report. SR informed everyone that new therapies would be added at the renewal of the PSA AVR.

The PSA received a letter from a member of the public who was concerned that FHT did not have a Lay Representative on the Board. JW informed everyone that the Memorandum and Articles of Association and Bye-Laws were updated to include 2 Lay Representatives on the Board. The updated document was in place at the time of the meeting.

Complaints

There were 3 new complaints about FHT Registrants in Q2. 2 of the complaints require further investigations and 1 has been closed after an apology was made following miscommunication on the registrant's website.

Complaints about FHT Services

One complaint was received. Member of staff replied to an email instead of forwarding to a colleague. An apology was made and the complainant accepted the apology and complaint was closed.

Register Management

No new documentation or procedures were introduced in this quarter.

Quality Assurance

There were no quality assurance issues highlighted in this quarter.

Risk Register

No new risks were identified in this quarter.

Registrant Application

No applications were referred for review by the GC in Q2.

Public and Service User Feedback

No feedback was received about FHT Registrants in Q2.

The consumer awareness of the request for service user feedback has been delayed until Q3.

New Therapy Applications

No new therapies have been added to the FHT Register in Q2.

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

SR introduced Julie McFadden as his replacement following his departure in September.

SR informed the Board that an Audit had been completed and was successful.

7. Senior Management Team (SMT) Report

JW presented the SMT Report for Q3. Collectively, the SMT together with JW as Managing Director is running the FHT. The Board are legally responsible for the FHT and its governance thereby making collective decisions and recommendations to bring a positive future for the organisation.

8. President's Report

JW presented her report to the Board in advance of the meeting to inform and update on the activities that had been carried out over Q3.

9. 2014-2015 Governing Council Elections

JW thanked the new members for joining the Board and the existing members for standing again. We now have 12 Board members including a Lay Representative.

10. Any Other Business

Staffing Update

Julie McFadden will replace SR on the 1st September as the new Registrar and Compliance Manager.

LE2 Approval

The LE2 was sent to the Board in advance of the meeting and has been approved.

Fellow Applications

New criteria for Fellow Applications are now in place. New application forms will be uploaded and go live on the website in December.

Skills for Health (SfH) Foot Care

JW gave an update.

Baby Reflex

JW gave an update.

FHT Malaysia

The contract will expire in January and consideration will be given to its renewal.

FHT India

Update - IOBQ, official partners of the FHT in India now have 10,000 students and more to be signed up, who will be studying the FHT accredited complementary and beauty courses.

Affiliation

JW gave an update on possible alliances.

Habia

CC will continue to follow up on the progress of the Habia Register.

IT Service & Support

The Board approved the contingency plan to cover IT Manager when he is on holiday and paternity leave.

JW thanked everyone for their input and for attending the meeting and wished them a safe journey home.

There being no other business, the meeting was called to a close by the Chair at 3:20 p.m.