



MINUTES OF THE BOARD OF DIRECTORS' MEETING OF THE FEDERATION OF HOLISTIC THERAPISTS HELD AT FHT, 18 SHAKESPEARE BUSINESS CENTRE, HATHAWAY CLOSE, EASTLEIGH ON THURSDAY 25 JULY 2013

Present:

Jennifer Wayte (JW) President & Chair
Cheryl Cole (CC) Vice President
John Brazier (JB) Vice President
Bharti Vyas (BV) Vice President
Gerri Moore (GM) Vice President
John French (JF) CEO & Company Secretary
Annie Walling (AW) Minutes

Session Attendees:

Steve Ridout (SR) Registrar and Compliance Manager
PSA Representatives – Rick Borges and Dan Scott

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

1. Welcome

JW welcomed the members to the meeting of the FHT Governing Council (GC) and thanked everyone for making the journey. JW gave a special welcome to JT who was attending her first GC meeting and to BV and GM who had recently been unwell. JW also welcomed the PSA representatives who were attending the meeting to observe the GC as part of the FHT's application for accreditation of its voluntary register (AVR). Introductions by the GC were made around the table.

SR confirmed that JT has been approved and confirmed by the FCA as an FCA Approved Person passed as fit and proper to govern financial matters.

2. Declaration of Interest

JW invited members to declare any interests in relation to any item on the agenda. None were declared.



3. Minutes of meeting held on 2nd May 2013

The minutes of the meeting were approved as an accurate record, proposed by BV and seconded by JB. JW signed off Minutes.

4. Matters arising

There were no matters arising.

5. Complaints

SR informed members that 2 complaints relating to FHT members' professional practice were received from service users in Q2. One complaint is at early stages and the complaint has been sent to the FHT member for response. The second complaint was not accepted due to the therapist not being an FHT member.

A complaint remains open from 2012 which has been reviewed by the FHT Professional Conduct Panel and is awaiting further information from the FHT Registrant to continue the process.

There were 7 complaints received about FHT services from members in Q2. Only 1 of these was upheld.

6. Register Management

SR informed the GC about his management of the Register in Q2. To enable correct data capture and to ensure the most up to date information is held on the FHT Register, the application forms for membership are being rewritten. Application forms are being separated as follows to ensure that applicants are clearly instructed on the information required:

1. Membership application for practising therapists
2. Membership and insurance application for practising therapists
3. Membership application for non-practising therapists.

This will provide the relevant information according to members' requirements for membership and insurance and their status as a therapist. Student, Associate, Affiliate and Non-practitioner members are not eligible to join the FHT Register. Once this review has been completed, a review of the Student and International application forms will be conducted. Telephone scripts will be changed accordingly once the applications have been approved. No application from practising therapists is accepted without evidence of adequate insurance cover.

Quality assurance checks conducted during Q2 did not raise any concerns.



7. Risk Register

The FHT Risk Registers were reviewed by the GC. There were no changes to the Risk Registers required.

8. Registrant Applications

FHT applications for membership requiring review by the GC was conducted and actioned accordingly.

9. Public and Service User Feedback

FHT Public and Service User feedback was reviewed and discussed. No remedial action required.

10. Regulatory Compliance

SR presented the Q2 FCA Compliance Report to the Governing Council. There were no compliance risks or issues in Q2 and the GC approved the report.

The FCA online audit was conducted and passed in July. An audit conducted by the voluntary regulator, the CNHC, has also been passed.

A new FHT Directory and Complementary Healthcare Register have been developed and will be launched in August. The key changes to the Directory will be to provide the public and service users with more information about FHT members and therapy practice enabling them to make an informed choice when choosing a therapist. This will include a member profile section on the Directory and Google mapping functionality. They will also be able to provide the FHT with online feedback about their experience. Public and service users will also be made aware of any member sanctions or removal from membership via the FHT Register and website. Notification of removal from membership will remain indefinitely on the FHT Register. The FHT will monitor input on the website and have the right to remove information.

11. New Therapy Applications

New therapy applications were reviewed however none were accepted as being appropriate for FHT membership.

12. FHT Code of Conduct Review

An FHT Code of Conduct (Code) review is being conducted and the GC has been provided with the draft version due to go out for public and service user consultation. JF asked members to approve the document for consultation.

JF informed members that new legislation will be introduced on the 14th July on cosmetics reinforcing retailing requirements. This new regulation aims to protect the health and safety of the consumer, by placing a number of responsibilities on those who make and supply cosmetic products made available on the market for commercial purposes. Amongst other things, it covers areas such as labelling; the use of restricted substances; safety testing and reports; notifying relevant authorities and traceability. The EU Directive does not, however, affect the use of essential oils, but the product labelling should contain information and advice. FHT is working with the Aromatherapy Trade Council and a communication will be sent to inform members of this. Therapists need to be aware of whether products are cosmetic or medical, such as chemical peels. FHT will be working with an external expert to conduct training for members.

13. Chief Executive's Report

JF presented his CEO Report to the GC.

JF informed members that public affairs activities have been many during Q2 and were detailed in his report. JF gave an overview on the activities conducted by each member of the GC and thanked them for their support.

JF informed members that following an advertising campaign within the membership industry a suitable application had been received for the role of Lay Representative on the GC. The applicant's application was included in members meeting packs and it was agreed the applicant should be invited to an interview and feedback to be provided at the October meeting.

14. Any Other Business

President's Project

BV gave an update on the Presidents Project.

(The PSA representatives and Registrar left the meeting.)

Aesthetics Services Standard

CC gave a report on her attendance at the Aesthetic Services Standards Committee meeting on 20th June 2013. This committee comprises mainly healthcare practitioners however CC is invited to attend as a liaison member to advise on aesthetic treatments which overlap with beauty therapists, mainly Laser and IPL. She also attends to ensure that beauty therapists are represented in this standard.

JW thanked everyone for attending the meeting.

There being no other business, the meeting was called to a close by the Chair at 2:45 p.m.



15. Date of next meeting

The next meeting of the FHT Governing Council will be held on Thursday, 24th October 2013 at 10:00 at the FHT Head Office.

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