



FHT



MINUTES OF THE GOVERNING COUNCIL MEETING OF THE FEDERATION OF HOLISTIC THERAPISTS HELD AT FHT, 18 SHAKESPEARE BUSINESS CENTRE, HATHAWAY CLOSE, EASTLEIGH ON WEDNESDAY, 26 APRIL 2017

Present:

Paul Battersby (PB) President and Chair
Mary Dagleish (MD) Vice President
Maria Mason (MM) Vice President
Gerri Moore (GM) Vice President
Herman Fenton (HF) Vice President
Jonathan Hobbs (JH) Vice President
Peter Wren (PW) Lay Representative

Apologies:

Christopher Byrne (CB) Vice President
Helen Chambers (HC) Lay Representative
Shailini Karia (SK) Vice President

Session Attendees:

Annie Walling (AW) Minutes
John Parsons (JP) Company Secretary
Julie McFadden (JMcf), Registrar and Compliance Manager

The Meeting commenced at 10:00 with Paul Battersby, President in the Chair.

1. Welcome

PB welcomed everyone and thanked everyone for coming to the meeting.

Apologies were made on behalf of CB, HC and SK. SK has tendered her resignation as Vice President with immediate effect due to heavy work commitments which would not enable her to continue to fulfil the requirements for her position on the Board.

2. Declaration of Conflict of Interest



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PB asked if any Council member had a conflict of interest to declare. All declared there was no conflict of interest.

3. Minutes of the meeting held on 25 January 2017

The Minutes were approved as an accurate record, proposed by GM and seconded by HF aside from the date which was incorrect and needed to be amended to Wednesday 25 January and not Thursday 25 January as noted. PB signed the Minutes.

4. Matters Arising

PB informed everyone that the solicitor will be joining the meeting shortly to discuss revision of the company's Articles of Association and Byelaws. PW offered to assist with the revision if this was required.

5. Revision of Articles of Association and Byelaws

The solicitor was introduced to the meeting to discuss revision and update of the Articles and Byelaws. A copy of a summary of the current constitutional documents and a summary of recommendations together with an up to date copy of the Memorandum, Articles and Rules was issued to the Board for discussion. The Articles should be reviewed to accurately reflect the intentions and workings of the organisation and in particular to comply with Companies Act 2006.

The Board agreed the draft changes to the Articles of Association and Byelaws. The draft Articles of Association and Byelaws must be voted by the members and adopted by Special Resolution at the 2017 AGM.

6. FHT Compliance Report

JMcF discussed her reports on Compliance and Registrar.

PSA renewal was approved in March with a condition to remove HND, HNC and BTEC qualifications from the Accredited Register.

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,



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complaints, claims, competency, training procedures and process procedures). No issues were highlighted in Q1.

Training and Development

Training was provided to the Membership and Insurance team took place on 24 April following the recent review of the Hiscox policy wording and insurance schedules for Personal Accident (PA) to ensure it states clearly that temporary disablement is not included in the basic level of the PA policy and additional premium included.

Product Review and Development

JMcF is still looking into possible areas to expand insurance.

General Compliance

Nothing to report.

Complaints

No complaints were received in this quarter.

7. FHT Registrar Report

JMcF reported that she is waiting for confirmation of PSA renewal after submission in November.

Complaints

In Q1 there are two complaints which is currently under investigation.

Complaints about FHT Services

No complaints about FHT Services were received in Q1.

Register Management

Documentation & Procedures

- No new documentation or procedures were introduced in Q1.

Quality Assurance

- An audit review of all qualifications for members who appear on the Accredited Register continues.

Risk Register



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- No new risks identified in Q1.

Public and Service User Feedback

No feedback was received about FHT Registrants in Q1.

No feedback was received about the FHT website in Q1.

8. Financial Report

The Financial Report was sent to the Board in advance of the meeting and JP went through the Financial Report which was approved by the Board.

9. Approval of 2016 Accounts

The Accountants have completed review of the 2016 final accounts and sent for Board approval. The Board reviewed the final accounts and approved unanimously.

10. Senior Management Team (SMT) Report

The SMT Report was sent to the Board in advance of the meeting about the day to day running of the organisation in Q1. PB informed the Board that he has been working closely with the SMT on a regular basis. The Board approved the SMT Report.

11. President's Report

PB informed the Board of his activities on behalf of the FHT for this quarter.

12. Any Other Business

Charity Commission Review of CAM

The Charity Commission is currently reviewing its approach to deciding whether an organisation which uses or promotes complementary and alternative medicine (CAM) is eligible to have charitable status. FHT was asked for its comments as FHT members run or provide therapies on behalf of a charity.

Cheryl Cole provided a report on meetings attended on behalf of FHT. As a key stakeholder, FHT will respond to the consultation. A meeting will be held on 19 May to discuss the consultation and MD will be attending on behalf of FHT and assist with a response to the Charity Commission.



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CEN 409 Beauty Salon Standards Update

The CEN 409 beauty standards have now been published with all mention of the advanced treatments removed from the Standard. These will be discussed further by the committee and notification sent to all and a new draft prepared and voted upon. The proposed drafting meeting will now be delayed until September.

Joint Council for Cosmetic Practitioners (JCCP) Update

Cheryl Cole continues to attend the JCCP meetings on behalf of the FHT which will come to an end very soon. The JCCP is known as the 'newly proposed self-regulating body' to clearly identify safe practitioners for all non-surgical aesthetic treatments. The JCCP have completed review of tenders for its beauty register and is working with the Cosmetics Practice Standards Authority (CPSA), Treatments You Can Trust who will be working as technical advisers on acceptance of qualifications and training and Northgate Public Services Ltd. who will collect data on adverse incidences and complications on behalf of CPSA.

There being no other business, PB thanked everyone for coming to the meeting and called the meeting to a close at 15:30.

The next meeting of the FHT Governing Council will be held at FHT on 19 July 2017 at 11:00.

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