



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, 19 JULY 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
Christopher Byrne (CB) Vice President
Helen Chambers (HC) Lay Representative

Apologies:

Peter Wren (PW) Lay Representative
John Parsons (JP) Company Secretary

Session Attendees:

Annie Walling (AW) Minutes
Julie McFadden (JMCF), Registrar and Compliance Manager

The Meeting commenced at 10:45 with Paul Battersby, President in the Chair.

1. Welcome

PB welcomed everyone to the meeting.

Apologies were made on behalf of PW and JP.

2. Declaration of Conflict of Interest

PB asked if any Council member had a conflict of interest to declare. All declared there was no conflict of interest. The members were provided with the annual Conflict of Interest Statement to read, complete and sign and return the document for review and filing. The updated Articles of Association provides an accurate definition and requirements for declaration of conflict of interest.



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HC suggested that to avoid misunderstanding of the requirement for declaration, the term used should be Confluence of Interest. All agreed. The document was signed and returned to AW.

3. Minutes of the meeting held on 26 April 2017

The Minutes were approved unanimously as an accurate record and duly signed by PB.

4. Matters Arising

Salary increases will be reviewed every 5 years and employees will be given the inflation rate annually. All agreed.

5. Adoption of Articles of Association and Byelaws

The Board were provided with the draft Articles and Byelaws for adoption. The members of the Board agreed that the revised Articles of Association and the Byelaws as a combined document accurately reflect the intentions and workings of the organisation and comply with Companies Act 2006.

The revised Articles of Association states that one-third of directors must retire at each AGM, but may be re-appointed. PB suggested that a rota of 3 members retires at each AGM and re-appointed accordingly. All agreed. The Minutes adopting the Articles of Association and Byelaws were approved and duly signed by PB.

6. FHT Compliance Report

JMcF was invited to discuss her reports on Compliance and Registrar.

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 Q2.

Training and Development

Refresher training was provided to staff on:

- Money Laundering
- Treating Customers Fairly
- Errors and Omissions



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- Anti-bribery and Corruption
- Health and Safety online
- Manual Handling online.

Product Review and Development

Business equipment and stock option will be added to the online applications in Q3.

General Compliance

JMcF and MF discussed encryption of this data in order to become GDPR compliant.

Complaints

None reported.

7. FHT Registrar Report

JMcF discussed her report with the Board.

Complaints

There were two new complaints and one still ongoing investigation in Q2.

Complaints closed in Q2

One complaint closed – not upheld.

Complaints about FHT Services

The complaint regarding lack of CPD evidence was closed. The complaint was not upheld.

Register Management

Documentation & Procedures

The Accredited Register procedures were reviewed on 1 April 2017.

Quality Assurance

- An audit review of all qualifications for members who appear on the Accredited Register continues.
- CPD audit for April, May 2016 to 2017 is ongoing.



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Risk Register

- No new risks identified in Q2.

Public and Service User Feedback

No feedback was received about FHT Registrants in Q2.

No feedback was received about the FHT website in Q2.

New Therapy Applications

JMcF continues to research new therapies to add to the Accredited Register.

Further to the query from a member about FHT's acceptance of the Raindrop Technique which she felt was dangerous owing to ingestion of essential oils, MD reviewed the matter and discussed with fellow peers. The Board reviewed the modality on our behalf and feel it would be in FHT's best interests to no longer cover the Raindrop Technique for membership and insurance purposes.

8. Financial Report

The Financial Report was sent to the Board in advance of the meeting.

9. Senior Management Team (SMT) Report

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

10. President's 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. Review of the SMT and CEO Requirement

PB informed the Board that he had received an email from a gentleman who was recommended and interested in the position at the FHT. The Board will review his CV.

12. Any Other Business



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There being no other business, PB thanked everyone for coming to the meeting and called the meeting to a close at 13:45.

The next meeting of the FHT Governing Council will be held at FHT on 25 October 2017 at 10:00.

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