



FHT



MINUTES OF THE GOVERNING COUNCIL MEETING OF THE FEDERATION OF HOLISTIC THERAPISTS HELD AT FHT, 18 SHAKESPEARE BUSINESS CENTRE, HATHAWAY CLOSE, EASTLEIGH ON THURSDAY, 14 APRIL 2016

Present:

Jennifer Wayte (JW) President and Chair
Bharti Vyas (BV) Vice President
Gerri Moore (GM) Vice President
Paul Battersby (PB) Vice President
Herman Fenton (HF) Vice President
Mary Dalglish (MD) Vice President
Shailini Karia (SK) Vice President

Apologies:

Helen Chambers (HC) Lay Representative
John Parsons (JP) Company Secretary

Session Attendees:

Annie Walling (AW) Minutes

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

1. Welcome

JW welcomed the attendees and thanked them for coming. Apologies were offered on behalf of HC and JP who were unable to attend due to prior commitments.

2. Declaration of Conflict of Interest

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

3. Minutes of the meeting held on 21st January 2016

All agreed the Minutes were very comprehensive and were approved as an accurate record proposed by PB and seconded by GM. JW signed off Minutes.

4. Matters Arising

There were no matters arising from the Minutes.

5. FHT Compliance Report

Julie McFadden (JMcF), Registrar and Compliance Manager was introduced to the meeting to discuss the Compliance and Registrar Reports. The Compliance Report was sent to the Board in advance of the meeting and summarised Q1 2016 report as required by the PSA.

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 Q1.



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Training and Development

Nothing to report.

Product Review and Development

An informal meeting will be held with BESSO at the end of Q1 to discuss the potential for developing the existing insurance offering. Research is to be done and passed on to BESSO to review. More information will follow in Q2.

General Compliance

FCA updates and newsletters received – nothing to report.

Complaints

No complaints were received about insurance in this quarter. All staff was reminded to update the Registrar and Compliance Manager of any complaints received.

6. FHT Registrar Report

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

Complaints

There were no complaints received about an FHT Registrant in Q1 2016.

Complaints about FHT Services

No complaints about FHT Services were received in this quarter.

Register Management

Documentation & Procedures

- No new documentation or procedures introduced in this quarter.

Quality Assurance

- Quality assurance audits continued.

Risk Register

- No new risks identified in Q1.

Registrant Application

No applications had to be referred to the Governing Council for review in Q1 2016.

Public and Service User Feedback

No feedback was received about FHT Registrants in Q1. No feedback was received about the FHT website in Q1.

New Therapy Applications

The application for the addition of Sports Massage is being processed by the PSA Accreditation Team.

7. Financial Report

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

8. Senior Management Team (SMT) Report



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The SMT Report was sent to the Board in advance of the meeting for information on the day to day running of the organisation in Q1. There were no queries on the report.

9. President's Report

JW presented her report to the Board in advance of the meeting. There were no queries.

10. Any Other Business

Peter Wren, former CEO of VTCT and the English Speaking Board was introduced as new Lay Board Member.

JW is currently Approved Person by FCA and the new Approved Person will be John Parsons as financial controller and Company Secretary. This has been approved by the FCA.

JW asked for confirmation of those Board Members standing for re-election. All members confirmed they would be standing for re-election except BV who announced that she would not stand for re-election due to personal reasons. PB confirmed that he will be standing for President.

Following interviews for new Governing Council Members, three new members were selected pending outcome of the elections. PACT Council has not been filled as a suitable candidate was not found. This appointment will be made at a later date.

The Governing Council members were asked to complete and sign the annual Conflict of Interest Statement as a requirement of FCA and return to AW.

There being no other business, the meeting was called to a close by the Chair at 3:00 p.m.

JW thanked everyone for attending the meeting.

The next meeting of the FHT Governing Council will be held on Thursday, 14 July 2016 at 11:00 a.m. following the AGM at 10:00 a.m.

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