



# 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, 18 APRIL 2018**

**Present:**

Paul Battersby (PB) President and Chair  
Mary Dalgleish (MD) Vice President  
Herman Fenton (HF) Vice President  
Jonathan Hobbs (JH) Vice President  
Maria Mason (MM) Vice President  
Gerri Moore (GM) Vice President  
Helen Chambers (HC) Lay Representative

**Apologies:**

Christopher Byrne (CB) Vice President  
Peter Wren (PW) Lay Representative

**Session Attendees:**

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

**The Meeting commenced at 10:05 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 and PW who were unable to attend the meeting due to prior commitments.

PB informed everyone that CC has resigned due to family commitments and was not able to join the meeting.

**2. Declaration of Confluence/Conflict of Interest**

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

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### **3. Minutes of the meeting held on 24 January 2018**

The Minutes were approved as an accurate record, proposed and seconded unanimously. PB signed the Minutes.

### **4. Matters Arising**

There were no matters arising.

### **5. Governing Council Elections 2018/19**

PB asked the members to indicate whether they would be standing for re-election. All agreed to stand for re-election. However, according to the revised Articles of Association, one third of directors must retire by rotation at each AGM but may be re-appointed. It was decided that PB, MD and HF would retire on rotation.

PB reported that the Board needed to approve the adoption of the new Articles of Association of the Company (Articles) and the adoption of new rules adopted in accordance with the Articles. The following documents were produced to the meeting: the new Articles which had been passed at the AGM and the draft Rules to be passed in accordance with the Articles. It was agreed to approve the Rules which would be adopted with immediate effect in substitution for the existing rules of the Company.

Although there was no requirement to file the Rules with Companies House it was noted that previous rules had been filed and therefore the new rules should be filed to maintain transparency. PB instructed Paris Smith LLP to arrange for the Articles and the Rules to be filed at Companies House.

### **6. FHT Registrar Report**

JMcF took the Board through the report which was sent in advance and highlighted the key points for update.

#### Register Management

#### Documentation and procedures

PSA renewal report was received with no conditions and a couple of learning points.

Following feedback from the PSA report, a further review of the complaint's procedures took place.

Items highlighted in the report have been added to the new complaint's procedures:



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- Publish acceptance of a complaint whether written or verbal
- Acceptance of members when qualified must be proven with CPD.

## Quality Assurance

Audit of all modality qualifications continues.

CPD audit - January 2017 – January 2018

November - started no failures at this time

December - due to start end January 2018

January - audit continues

## Risk Register

No new risks identified – However, all risk matrices are currently being reviewed and updated.

## Public and Service User Feedback

Public interest & care

None reported

## Feedback regarding Registrants

“Clare - is an amazing therapist will recommend her to anyone.”

“Philip - He is amazing, knowledgeable, reliable and professional.”

“Courtney - is a kind, her aromatherapy treatment is amazing.”

## Feedback regarding FHT website

None

## New Therapy applications

Work continues to review possible modalities to be added to Accredited Register.

## **7. Compliance Report**

JMcF took the Board through the report and highlighted key points for update.

### Statistical reporting, processes and procedures analysis on:

Contract Certainty (through scripts, literature and documentation, despatch, training procedures and process procedures)



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No issues highlighted

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 reported in Q1.

## **Training and Development**

Training

Membership and insurance team will be updated about new changes to scripts, letters and the introduction of GDPR.

## **Quality Assurance**

Call recording audit – for Q1 completed no issues reported

Process audit – for Q1 completed no issues reported.

## **General Compliance**

- GDPR – all managers have reviewed their areas and have advised what needs to be updated.
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## **8. Financial Report/Budget**

The Financial Performance Report was provided to the Board on the day to day running of the organisation in the first quarter.

## **9. Approval of 2017 Draft Accounts**

Rothmans LLP, Accountants produced the drafts Accounts for the Board's review and approval. The Board approved the draft Accounts.

## **10. President's Report**

There were no comments or queries regarding the SMT Report.



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## **11. Any Other Business**

PB went around the table asking whether there was any other business.

The Board agreed for recruitment to begin for a Sales Executive to join the Marketing department.

There being no other business, PB thanked everyone for joining the meeting and called the meeting to a close at 14:00.

**The next meeting of the FHT Governing Council will be held at FHT on 18 July 2018 with the AGM at 10:00 and Board meeting at 11:00.**

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