



MINUTES OF THE GOVERNING COUNCIL MEETING OF THE FEDERATION OF HOLISTIC THERAPISTS HELD AT FHT, 18 SHAKESPEARE BUSINESS CENTRE, HATHAWAY CLOSE, EASTLEIGH ON THURSDAY 19th FEBRUARY 2015

Present:

Jennifer Wayte (JW) President and Chair
Gerri Moore (GM) Vice President
Julie Tasker (JT) Vice President
Cheryl Cole (CC) Vice President
Paul Battersby (PB) Vice President
Herman Fenton (HF) Vice President
Donna Thomas (DT) Vice President
John Brazier (JB) Vice President
Mary Dalglish (MD) Vice President
Helen Chambers (HC) Lay Representative

Apologies:

Bharti Vyas (BV) Vice President
Shailini Karia (SK) Vice President

Session Attendees:

Annie Walling (AW) Minutes

The Meeting commenced at 10:00 with Jennifer Wayte, President in the Chair.

1. Welcome

JW welcomed the attendees to the first meeting of the 2014 and said it was great to see everyone. Apologies were offered on behalf of BV and SK who were unable to attend the meeting due to other commitments.

2. Declaration 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 23rd October 2014

The Minutes of the meeting were approved as an accurate record proposed by HF and seconded by MD. JW signed off Minutes.

4. Matters Arising

MD asked for the dates for the training congress and awards dinner. AW informed of the dates – 5th and 6th September 2015.



5. FHT Compliance Report

JW said the Registrar and Compliance Reports must be made available at every meeting. If there are any questions regarding the Registrar or Compliance Reports please contact Julie McFadden, Registrar and Compliance Manager. There were no comments.

The Compliance Report was sent to the Board in advance of the meeting and summarised the quarter's (Q4) report as required by the PSA. Q4 involved standard compliance activities:

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 Q4.

One new member of office staff had training in TCF, Conflict of Interest Overview, Money Laundering, Data Protection and Health and Safety. The Membership and Insurance team received training in Summary of Cover – Medical malpractice; Summary of cover – Stock and Equipment; Homeworker Procedure and Pregnancy guidelines.

An Audit and review of Therapists' Liability and Property Insurance Binding Authority Agreement of FHT by Hiscox was completed this quarter. Feedback received – minor issues picked up and in the process of being addressed.

Hiscox, Besso and FHT review meeting took place on the 21st January which discussed the following points: offering a hairdressing only membership and insurance product; a proposed Salon Policy; VTCT Sports Massage Level 5; possibility of offering a non-member insurance policy; acceptance of online courses; liability cover for local support groups and Hiscox audit due next quarter (27/03/15).

FCA updates and newsletters received – nothing to report.

Gabriel Report submitted.

JW informed the Board that if they wanted to see the Gabriel Report, this would be made available to them.

No complaints were received regarding insurance during this quarter. All staff were reminded that it is important to update the Compliance Manager of any complaint received whether verbal or written.

6. FHT Registrar Report

There were no comments regarding the Registrar's Report.

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

Complaints

There was 1 new complaint about an FHT Registrant in Q4:



A complaint was received from a lapsed member about a current member alleging breach of confidentiality. Outcome – based on statements submitted by both parties, both therapists were found to be at fault and were reminded that any information regarding a client and/or their treatment should not be given out without prior consent from said client.

Complaints about FHT Services

No complaints about FHT Services were received in this quarter.

Register Management

No new documentation or procedures were introduced in this quarter.

Quality Assurance

The quality assurance audits were completed and no issues were highlighted.

Risk Register

No new risks were identified in Quarter 4.

Registrant Application

No applications have had to be referred to the Governing Council for review in Q4.

Public and Service User Feedback

No feedback was received about FHT Registrants in Q4. However, the request for public and service user feedback continues to be delayed due to AR renewal. This will be re-scheduled for Q1 in 2015.

No feedback was received about the FHT website in Q4.

New Therapy Applications

No new therapies have been added to the FHT Treatment and Products List in Q4.

The inclusion of Sports Massage is to be incorporated into the renewal of the AR in Q4.

Skin Camouflage and Semi-permanent Make-up are also being considered.

7. Marketing and PR Presentation

A team from a company was introduced and gave a presentation and proposal on what they can offer FHT in terms of PR activities. The Board were asked to consider their proposal as FHT is lacking in marketing and PR activities in order to raise awareness of its profile.

8. Senior Management Team (SMT) Report

The SMT Report was sent to the Board in advance of the meeting for information on the day to day running of the organisation and JW's comments as Managing Director.

9. President's Report

JW informed the Board that the President's Report has been included in the SMT Report.



10. Financial Statement/Comments and Staffing Issues

JW discussed the financial statements and questions raised were answered by the Financial Controller, John Parsons.

11. Any Other Business

Proposal to Assist Expansion of Healing within Healthcare

JW informed the Board that she had been contacted by Angie Buxton-King of The Guild of Professional Healers and former accredited training provider requesting the Board's consideration for financial support of her charity, The Sam Buxton Sunflower Healing Trust. The charity would like to offer a grant to cover a practitioner for 2 days per week for 1 year to work at the hospital or hospice to provide healing and support to cancer patients, hospital staff and families of the patients. A discussion was had and it was agreed that JW would inform Angie Buxton-King that FHT are having 2 years without offering grants & in the meantime establishing criteria for such requests in future.

Defence Discount Service

HF commented that FHT used to have the Veteran's Recognition Card, however, as a result of not being marketed to the membership this was not taken up and fell by the wayside. A service was launched on 7th October 2014 and announced by Defence Secretary, Phillip Hammond – the Defence Discount Service. The Defence Privilege Card was launched by Prime Minister David Cameron on the 6th December. The card allows businesses to offer discounts to the defence Community for free regardless of size. This service is the official discount service for the Armed Forces, the Defence Community and the Veterans. HF proposed that FHT join the service and look at offering all the therapies with a 25% discount. Any organisation can join, but FHT would be the first to offer all therapies. HC commented that FHT should recommend accredited therapists. There would be no financial outlay and it would be free promotion and awareness for the FHT. The Board agreed unanimously to join the service and pursue sole rights.

Fellows and Senior Fellows

The Board agreed to introduce Fellow and Senior Fellow status for FHT members meeting the criteria. This membership status is awarded on the basis of individual achievement within the therapy profession and is recognised by FHT members, other professionals and the public as denoting the highest standards of success, achievement and expertise.

Any FHT member applying for Fellow status must be a member for at least 5 years of consecutive membership and be able to show how they are working to enhance their profession. A Senior Fellow is a very experienced or successful member of FHT, who can show their work to enhance the therapy profession either in a clinical/practical environment or an academic setting or institution and must be a member of the FHT for at least 10 years of consecutive membership, plus 5 years as an FHT Fellow and the remaining criteria as detailed in the application. Each Senior Fellow applicant will need to be nominated by two of current Senior Fellows. There is an application and renewal fee for this status. FHT members applying for Fellow and Senior Fellow status will be selected each year by the FHT Assessment Panel. Fellow status will be selected twice yearly in July and December. Senior Fellow status will be given to Board members free of charge when eligible.



JW thanked everyone for attending the meeting and wished them a safe journey home.

There being no other business, the meeting was called to a close by the Chair at 3:30 p.m.

The next meeting of the FHT Governing Council will be held on Thursday, 18th June 2015 at 11:00 a.m. following the AGM at 10:00 a.m.

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