



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, 21 JANUARY 2016

Present:

Jennifer Wayte (JW) President and Chair
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:

Bharti Vyas (BV) Vice President
Helen Chambers (HC) Lay Representative

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 and thanked them for coming. Apologies were offered on behalf of BV and HC 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 22nd October 2015

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

4. Matters Arising

There were no matters arising from the Minutes.

5. FHT Compliance Report



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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 the Q4 2015 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 Q4.

Training and Development

Membership and Insurance team continues to receive training on Personal Accident and Personal Accident Upgrade.

Work continues on procedures for all departments - Phase 2 of the department procedures had to be delayed due to heavy workload in the R&D department in Q4, but is expected to be back on track by Q1 2016.

Product Review and Development

The annual Binder renewal was completed and the Underwriters requested a Due Diligence report to be completed. In the Binder renewal, a new policy for sending out renewal paperwork 45 days prior to renewal has been introduced. The 45 days' rule will be utilised over the Christmas period.

JMcF and Matt Furner, IT Systems Manager, have worked alongside Natalie at Besso and the Hiscox Underwriters to facilitate the addition of personal accident cover to the existing insurance offering.

The Government increase on insurance premium tax (IPT) work has been completed and in place with effect 1st November 2015.

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. JMcf summarised the report.

Complaints

There were no complaints received about an FHT Registrant in Q4.

Complaints about FHT Services

No complaints about FHT Services were received in this quarter.

Register Management

Acupuncture and Counselling members were notified and removed from the PSA Register.

Quality Assurance

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

Risk Register

No new risks were identified in Q4.

We are looking to add new therapies to the FHT Register following the PSA renewal.

Registrant Application

No applications in Q4 2015 have had to be referred to the Governing Council for review.

Public and Service User Feedback

No feedback was received about FHT Registrants in Q4. No feedback was received about the FHT website in Q4.

New Therapy Applications

In Q4 work commenced on the 2016 AR renewal. The renewal paperwork was submitted to the PSA on 23rd November 2015.

7. Financial Report

John Parsons (JP), Financial Controller was introduced to the meeting to discuss the financial report. The Financial Report was sent to the Board in advance of the meeting.

8. Senior Management Team (SMT) Report President's Report

A combined SMT and President's Report was sent to the Board in advance of the meeting for information on the day to day running of the organisation in Q4.

9. Any Other Business

JW informed the Board that PSA had requested that FHT recruits a second Lay Board member. JW interviewed Peter Wren, former CEO of VTCT and English Speaking Board, who has accepted the position and will be attending the April Board meeting to meet everyone.

Eileen Baron, former VTCT External Verifier and FHT accredited course provider has been recruited and interviewed by JW to sit on the Education Panel.

Cheryl Cole, has resigned her position as vice president on the Board for personal reasons.

CEPEC – GM summarised her visit to the annual general meeting of CEPEC in Brussels.

Events - Gemma Board (GB), Education and Events Coordinator was introduced to the meeting to discuss the Board's views and approval on FHT's attendance at events for 2016.

The FHT Awards 2016 - GB informed the Board that she has been researching venues for the awards in central London to be held in October.

10. President's Resignation and FHT Structure



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Following her resignation as President, JW discussed the role of the president and the duties required to support the FHT. The president is voted by the members of Board and voting will take place at the April Board meeting.

11. Shadow Process for Presidential Candidates

JW informed the Board that the shadowing process for the elected candidate for the president's role would be over a period of 6 months.

There being no other business, the meeting was called to a close by the Chair at 2:55 p.m.

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

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

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