



# 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, 25 JANUARY 2017 (Via Skype)**

**Present:**

Paul Battersby (PB) President and Chair  
Mary Dagleish (MD) Vice President  
Shailini Karia (SK) Vice President  
Maria Mason (MM) Vice President  
Gerri Moore (GM) Vice President  
Herman Fenton (HF) Vice President  
Christopher Byrne (CB) Vice President  
Jonathan Hobbs (JH) Vice President  
Helen Chambers (HC) Lay Representative

**Apologies:**

Peter Wren (PW) Lay Representative

**Session Attendees:**

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

**The Meeting commenced at 13:00 with Paul Battersby, President in the Chair.**

**1. Welcome**

PB welcomed everyone and thanked everyone for joining on Skype.

**2. Declaration of Conflict of Interest**

PB 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 20 October 2016**



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The Minutes were approved as an accurate record, proposed and seconded unanimously. PB will sign and return Minutes to AW.

#### **4. Matters Arising**

AW informed that FHT had received an email from Margaret Coates, Registrar thanking FHT for its support and requested that any outstanding work from FHT's Registrar be sent to her. The PSA has been notified that FHT are no longer verifying members for the CNHC.

#### **5. FHT Compliance Report**

JMcF was invited to the meeting to discuss her Compliance and Registrar Reports.

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

Training was provided to the Membership and Insurance team for administration of the new online application payment up front process.

##### General Compliance

Nothing to report.

##### Complaints

No complaints received regarding compliance.

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

JMcF reported that she is waiting for confirmation of PSA renewal after submission in November.

##### Complaints

In Q4 there were 3 complaints which are currently under investigation.



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## Complaints about FHT Services

No complaints about FHT Services were received in Q4.

## Register Management

### Documentation & Procedures

- No new documentation or procedures were introduced in Q4.

### Quality Assurance

- An audit review of all qualifications for members who appear on the Accredited Register continues.

### Risk Register

- No new risks identified in Q4.

### Registrant Application

No new registrant applications were received in Q4.

### Public and Service User Feedback

No feedback was received about FHT Registrants in Q4.

No feedback was received about the FHT website in Q4.

## **7. Financial Report**

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

JP went through the Financial Report and informed that he is awaiting approval of the accounts from the Accountants.

## **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 in Q4.

MD asked about the Ambassadors. There were two Ambassadors at the LSG meeting who will be going to the colleges to promote FHT. We continue to receive requests for contact and support.



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## 9. President's Report

PB informed the Board that he has been working closely with the staff on the day to day running of the business.

## 10. Any Other Business

Cheryl Cole provided a report on meetings attended on behalf of FHT.

### *CEN 409 Beauty Salon Standards Update*

Cheryl Cole provided her report updating the situation with actions by the European Medical Association discussed at ongoing meetings regarding the advanced treatments which need to be addressed in order for all members of CEN to come to a final decision regarding the Standard. Another CEN meeting is scheduled in Brussels for the 31<sup>st</sup> January. An updated report will be circulated in due course. GM said she is waiting for information from the BSI regarding the CEN 409 standards and will report back.

Apologies were made in advance of the April meeting by HC who will not be able to attend.

There being no other business, PB thanked everyone for joining the meeting and called the meeting to a close at 14:50.

**The next meeting of the FHT Governing Council will be held at FHT on 26 April 2017 at 10:00.**

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