



# 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, 24 JANUARY 2018**

**Present:**

Paul Battersby (PB) President and Chair  
Christopher Byrne (CB) Vice President  
Cheryl Cole (CC) Vice President  
Mary Dagleish (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  
Peter Wren (PW) Lay Representative

**Apologies:**

John Parsons (JP) Company Secretary

**Session Attendees:**

Jane Long (JL) Executive Director  
Annie Walling (AW) Minute Taker  
Julie McFadden (JMCF), Registrar and Compliance Manager

**The Meeting commenced at 10:00 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 JP who was on holiday.

**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 25 October 2017

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

### 4. Matters Arising

JL informed the Board that Eastleigh Borough Council (EBC) is planning to increase the lease and have conducted a stock condition survey – we will wait for the report.

### 5. Executive Director's Report

JL took the Board through her report. JL said she is delighted to have joined the FHT and is fully committed to supporting the members, the Board and the team. She will be focusing on getting to know the team, understanding their roles, challenges and aspirations in the first instance. JL sees her role as being responsible first and foremost as the face of FHT and then leading the team.

### 6. FHT Registrar Report

JMcF took the Board through the report which was sent in advance to the Board.

#### Complaints

In Q4 only one complaint was upheld.

#### Complaints about FHT Services

No complaints about FHT Services were received in Q4.

#### Register Management

##### Documentation & Procedures

- PSA renewal is currently being reviewed. All appears to be going smoothly and no queries have been raised so far.
- PSA has been promoting untapped resources and have received good feedback from our members.

##### Quality Assurance



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- An audit review of all qualifications for members who appear on the Accredited Register continues.
- CPD audit – September 2016 to September 2017:
  - September – completed with 4 failed
  - October – audit ongoing with 1 failed
  - November – started and no failures to date
  - December – due to start at the end of January 2018.

### Risk Register

- No new risks were identified in Q4.

### Registrant Application

No new registrant applications were received in Q4.

### Public and Service User Feedback

Public Interest and Care:

PSA recent notifications: – ‘Untapped resources report and mental health in children and young adults’.  
All information forwarded to FHT members.

### Feedback regarding FHT Registrants

“Hilary is great at her job”.

“She immediately put me at ease, very professional practitioner”.

“Fabulous, extremely professional. First of many visits”.

“Linda is a fantastic therapist. Overall I cannot praise this therapist enough. Professional, approachable and adaptable to your needs”.

### Feedback regarding FHT website

No feedback was received about the FHT website in Q4.

### New Therapy Applications

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

## **7. Compliance Report**

JMcF took the Board through the report.



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Statistical reporting, processes and procedures analysis on:

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

No issues highlighted in Q4

*Customer satisfaction* (through lapsing reasons, complaints, training and process procedures)

Complaint received from Penelope Howell regarding training provider – please refer to complaints section.

*Treating Customers Fairly* (through scripts, literature and documentation, despatch, complaints, claims, competency, training procedures and process procedures)

No issues reported in Q4.

Training and Development

Training

Management training programme continued with Helen Chambers.

Product Review & Development

*No new product reviews.*

*Business Equipment and Stock* – This has now been added to the online applications and is currently being tested before going live at the end of October.

*Quality Assurance*

M&I call recording audit – for Q4 completed no issues reported.

M&I process audit – for Q4 completed no issues reported.

*General Compliance*

Hiscox renewal audit - completed and went well and agreed to renew 2018 binder agreement.

*Complaints*

None to report.

## **8. Financial Report**

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



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## 9. President's Report

PB informed the Board that he did not have much to report and was pleased that JL was now in position. PB suggested that FHT needs to ensure that we are getting the best return for investments. It would be useful to get Moore Stephens to present at the next Board meeting to learn about its portfolio of investment. JL will look into this.

## 10. Any Other Business

JL informed the Board that FHT has been asked to sponsor Complementary Therapy Expo in September with full exposure and focusing on evidenced based palliative care and with the ability to capitalise on PR. We will look to reshape our own awards event in November to include members and stakeholders such as NHS Trust, etc. PB said we need to negotiate the venue in advance so that we enhance ticket sales. JL said we need to target stakeholders to determine the location and venue. We are also looking at holding seminars on the back of the awards event. HC and JH suggested that Birmingham or Manchester is a good location, if not Leamington Spa. All possibilities will be reviewed.

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

### *Update for European Standard*

The Beauty Salon Standard was split into two documents with the advanced treatments moved into a separate technical specification and the remaining body of work becoming a European Standard.

However once again immediately prior to publication there was another claim of defective standard and another investigation by CEN to prevent it being released. The latest outcome is that this complaint has been thrown out due to not presenting any new evidence and the same decision was concluded. In January, every country voted to continue with the split standard. CEN is learning that the medical practitioners are using blocking tactics and they are getting frustrated with the continued waste of their time with the decision to publish or not, so we will wait for the outcome. Things have moved on in the UK and a split standard is not the outcome the beauty sector needs, but it is better than nothing.

### *Trailblazers*

CC recently attended an extraordinary meeting to urgently review the proposed Level 2 Standards as there had been another change to how these should be presented and would now be split into 3 pathways. Essentially the standards had to be checked for consistency and approval gained for the three routes. These are Level 2 Beauty Therapist Apprenticeship Standard, Level 2 Make-up and Beauty Consultant Apprenticeship Standard, Level 2 Nail Services Technician Apprenticeship Standard.



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Full support was achieved and the Standards were being uploaded to the Trailblazer portal as the meeting concluded. There will now be a minimum of 6 weeks before the decision is received, after which hopefully the level 2 apprenticeships will be live.

CC has been invited to be a member of the Steering Group and Standards Working Group to write the Standard for Level 3.

Level 4 Standard has not been started and there is no funding for this. The decision is whether to get this work underway immediately due to the interest in the advanced treatments by the clinical colleagues. There can only be one Standard developed for each pathway therefore if JCCP/CPSA get there first it will be clinical. If we are to move on this then it needs to be kept confidential as there are many in our field who want the Standard to be placed in clinical hands.

#### *JCCP/CPSA*

Launch of CPSA is 22 February and JCCP will open in March. There was a large backlash by our sector following the consultation and I was one of the nominees to attend a meeting by CPSA to discuss levels 4 and 5. The meeting was constructive and a verbally broad agreement with the way forward was evident, but there was no evidence of the proposed changes in writing. At the end of the meeting there was optimism and apprehension at the same time. The minutes of the meeting were incomplete. CC addressed this and also included a supporting email raising concerns. CC has received a response to her email and was promised a copy of the changes by 2 February.

The Trailblazer meeting with Habia was held after the CPSA meeting and CC was able to catch up and discuss the meeting with them. There is still no acceptance of the beauty treatments or that they treat clients and this is a big issue.

There being no other business, PB thanked everyone for joining the meeting and called the meeting to a close at 12:50.

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

**The next meeting of the FHT Governing Council will be held at FHT on 18 April 2018 at 10:00.**