



# FHT



**MINUTES OF THE GOVERNING COUNCIL MEETING OF THE FEDERATION OF HOLISTIC THERAPISTS HELD AT THE FEDERATION OF HOLISTIC THERAPISTS, 18 SHAKESPEARE BUSINESS CENTRE, HATHAWAY CLOSE, EASTLEIGH ON WEDNESDAY, 18 JULY 2018**

**Present:**

Christopher Byrne (CB) President and Chair  
Mary Dalglish (MD) Vice President  
Herman Fenton (HF) Vice President  
Gerri Moore (GM) Vice President  
Helen Chambers (HC) Lay Representative  
Peter Wren (PW) Lay Representative

**Session Attendees:**

Annie Walling (AW) Minute Taker  
John Parsons (JP) Company Secretary

**The Meeting commenced at 10:30 with Christopher Byrne, President in the Chair.**

**1. Welcome**

CB welcomed everyone again following the AGM and opened the meeting.

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

The Board were provided with the revised annual Conflict and Confluence of Interest Statement. The Statement was read, completed, signed and returned to AW for filing. All declared there was no confluence/conflict of interest.

**3. Minutes of the meeting held on 18 April 2018**

The Minutes were approved as an accurate record unanimously. CB signed the Minutes.



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#### 4. Matters Arising

- a. GM said that as the previous JCCP meetings were attended by CC, she asked for an update and overview from the last meeting held in April. GM said that there were still discussions with the medics about the high-level treatments being offered by beauty therapists.
- b. MD asked for an update about the building repairs. JP provided quotes from a supplier and said that the windows and fire doors were the most important on the list. HC said that the Board would like to have a full list of the repairs needed and associated costs. JP will provide the Board with the list and costs.

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

Elections took place with a rotation of three members of the Board according to the Articles of Association. HF, GM and MD retired and were subsequently re-elected by the FHT Members. CB was appointed President and Chair by fellow Board members. All Board members remain in position following the recent elections.

#### 6. FHT Registrar Report

The Board were sent the Q2 Registrar's Report in advance of the meeting highlighting key points for update.

##### Complaints

No complaints were received about Registrants.

No complaints were received about FHT services.

##### Register Management

- Documentation and procedures



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PSA accreditation has been renewed and the FHT has no action points or conditions.

- Quality Assurance

Audit of all modality qualifications continues

CPD audit for January 2018 to March 2018 - audited members completed.

- Risk Register

No new risks were identified in Q2. However, the PSA has revised the risk matrix format. This is currently being reviewed by JMcF & KM in preparation of the next renewal in November 2018.

### Public and Service User Feedback

Public interest & care  
No issues were reported.

### Feedback regarding Registrants

Heather - "The treatments are Wonderful"

Vera - "I tried Reiki for the first time, a bit of a sceptic and not being one to believe in something I can't see. Vera was amazing."

Stacey - "A very pleasant and effective treatment."

Louise – "We have maintained a very good professional relationship forever 4 years. Second to none service."

### Feedback regarding FHT website

None were received.

### New Therapy applications

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

## **7. Compliance Report**



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The Compliance Report was sent to the Board for review in advance of the meeting highlighting key points for update review.

Quarter 2 has involved the following standard compliance activities:

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

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

No issues highlighted in Q2

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

No issues highlighted.

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

No issues reported in Q2.

### Training and Development

#### Training

All polices were reviewed and sent to staff and Board at the end of this quarter to be read, signed and recorded on their training records.

### Product Review & Development

#### Quality Assurance

- M&I call recording audit for Q2 completed with no issues reported
- M&I process audit for Q2 completed with no issues reported.

### General Compliance

- Insurance Audit :-
  - Scripts – all telephone scripts now in place in line with GDPR



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- Application forms have been updated in line with new GDPR requirements
- FHT website updated in line with GDPR requirements
- GDPR – all areas have been updated.

## Complaints

None were reported in Q2.

## **8. Financial Report**

The Board were provided with the Financial Performance Report for Quarter 2.

## **9. SMT Report**

HC will send her notes to the Board following the recent 1-2-1 meetings with the SMT.

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

CB did not prepare a report as this was his first time in the role of President. CB thanked the Board for appointing him to the role.

## **11. Any Other Business**

CB asked whether anyone had comments for any other business.

Applications for elections of new Board members for the PACT, ATL and HBEF were received and reviewed. GM suggested that they need to question what the candidates can bring to the Board and to the FHT. HC said that governance, risk, financial integrity and support of the staff are key responsibilities of the Board. CB suggested that Board members should be brought in at different times rather than all at once. The applicants will be invited to interview and provide a presentation.



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The Board have been reviewing the applications for the position of Executive Director. However, of 3 applicants, only one of these was the best of three. It was decided that the Board would wait until after the closing date to shortlist candidates.

There being no other business, CB thanked everyone for a productive meeting and called the meeting to a close at 13:10.

**The next meeting of the FHT Governing Council will be held at FHT on 24 October 2018 at 10:00.**

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