



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, 24 JULY 2019

Present:

Christopher Byrne (CB) President and Chair
Helen Chambers (HC) Lay Representative
Mary Dalgleish (MD) Vice President
Herman Fenton (HF) Vice President
Judith Hadley (JH) Vice President
Maria Mason (MM) Vice President
Gerri Moore (GM) Vice President

Session Attendees:

Annie Walling (AW) Company Secretary

The Meeting commenced at 11:15 with Christopher Byrne in Chair.

1. Welcome

CB welcomed everyone to the meeting.

2. Declaration of Confluence/Conflict of Interest

CB asked whether any member had a confluence/conflict of interest to declare. All declared there was no confluence/conflict of interest except for HC. HC informed that she will become a board member of a new awarding body. This will need to be declared on the Confluence of Interest Form.



FHT



MM reported that she has stepped down from the Professional Beauty forum as a result of an incident disparaging FHT.

3. Minutes of the meeting held on 24 April 2019

GM asked whether there was an update on Kinesiology Federation. AW reported that Julie Tasker, representative of KF, has not replied so there is no update.

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

4. Matters Arising

There were no matters arising from the Minutes.

5. Election Update of Governing Council 2019/20

AW informed the Board that MM and JH were re-elected to the Governing Council. AW said that *UK Engage* that is an election services provider and member engagement specialist, contacted FHT to recommend its help with membership engagement for our election process. AW will review this prior to next year's elections.

6. Compliance Report

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

JMc also provided an update report on the progress of the CRM project.

7. Registrar Report

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



FHT



8. Financial Report

The Board were provided with an updated cashflow forecast, year to date financial performance and P&L summary for review. The documents were approved by the Board.

CB said the CRM is the biggest spend but is necessary and will be useful. All agreed.

9. SMT Report

The Q2 SMT Report was provided to the Board in advance of the meeting updating on all areas of the business. The Board discussed and was satisfied with the report.

10. Board Confidential Meeting – Update on Current Positions in the Office

A closed meeting was held by the Board to update on the current positions in the office.

11. President's Report

CB reminded everyone to put in the diaries, the date for the annual FHT Conference and Awards which will be held on the 29 November 2019.

HC would like to focus on continuing to support the SMT, CRM project, Customer Service group and SharePoint group. She would also like to attend the IT monthly meetings.

The Board agreed to hold a strategy meeting at FHT on the 9th September.

As a result of a new CRM to be implemented and Concept replaced, CB and a member of the SMT will meet with the Account Manager at ACS to discuss and negotiate a monthly renewal of Concept until the CRM is in place.

12. Any Other Business

New therapy/product for acceptance



FHT



The Board decided that there was not enough evidence or information to accept CBD oil.
The Board decided not to accept Hyaluron pen as it was felt it could be a risk for insurance purposes.

Review of ED recruitment

Recruitment of the ED will begin again once the Board has held the strategy meeting.

Review of new lay member

The Board agreed that a new lay member is required and will be giving further consideration to recruiting those who are knowledgeable of FHT's industry as well as having other professional skills.

Due Diligence Procedure

A new procedure has been created to safeguard the FHT and its members' interests. It was agreed that signoff by the Board would be required for any spend.

Meeting Attendance Policy/ Customer Service Policy

A new Customer Service Policy and Service Level Agreement were created by the Customer Service Group to promote good internal and external customer service and these were approved by the SMT and the Board. The policies will be rolled out to all staff during Customer Service month.

The Meeting Attendance Policy was created to ensure that any meetings attended by the Board member of staff is deemed beneficial to the FHT and any risks are considered. Attendance at a meeting must be confirmed and agreed by the Board in advance. This will allow for support to the attending Board member or member of staff with any updated information required and to ensure we are offering a coherent and common brand approach.

Results of 2019 Member Survey

The Board were provided with a presentation of the results of the survey by KY. This was reviewed and found to be very useful and interesting.

There being no other business, CB thanked everyone and called the meeting to a close at 15:00.

The next meeting of the FHT Governing Council will be held at FHT on 23 October 2019 at 10:00.

CONFIDENTIAL