



MINUTES OF THE GOVERNING COUNCIL MEETING OF THE FEDERATION OF HOLISTIC THERAPISTS HELD AT FHT, 18 SHAKESPEARE BUSINESS CENTRE, HATHAWAY CLOSE, EASTLEIGH ON THURSDAY 18th JUNE 2015

Present:

Jennifer Wayte (JW) President and Chair
Gerri Moore (GM) Vice President
Julie Tasker (JT) Vice President
Cheryl Cole (CC) Vice President
Paul Battersby (PB) Vice President
Herman Fenton (HF) Vice President
Mary Dalgleish (MD) Vice President
Shailini Karia (SK) Vice President
Helen Chambers (HC) Lay Representative

Apologies:

Bharti Vyas (BV) Vice President
John Brazier (JB) Vice President

Session Attendees:

Annie Walling (AW) Minutes
Julie McFadden Registrar and Compliance Manager

The Meeting commenced at 11:20 with Jennifer Wayte, President in the Chair.

1. Welcome

JW welcomed the attendees following their attendance at the AGM held prior to the meeting. Apologies were offered on behalf of BV and JB who were unable to attend the meeting.

2. Declaration of Conflict of Interest

JW asked if any Council member has a conflict of interest to declare. JW informed everyone that there can be no mention of any particular council to which each is associated. The business at hand is the FHT council represented. All declared there was no conflict of interest. The Conflict of Interest document will need to be signed on an annual basis.

3. Minutes of the meeting held on 19th February 2015

The Minutes of the meeting were approved as an accurate record proposed by PB and seconded by GM. JW signed off Minutes.

4. Matters Arising

There were no matters arising.

5. FHT Compliance Report

JW invited JMcF at the meeting to discuss the matter of compliance. JMcF also informed everyone that Personal Accident insurance will now be included in the Medical Malpractice policy. FHT has to be seen to be looking after its member/therapists. This will be part of the basic MedMal policy as standard at approximately £1.70 (Update - £2.19 plus IPT tax). If there are any questions regarding the Registrar or Compliance Reports please contact JMcF.

The Compliance Report was sent to the Board in advance of the meeting and summarised the Q1 2015 report as required by the PSA. Q1 involved standard compliance activities:

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). JMcF advised that the scripts were too long and will be revised by Hiscox. No issues were highlighted in Q1.

Training and Development

The Membership and Insurance team received training in Refresher of Medical Malpractice, Stock and Equipment and Therapist Insurance.

Product Review and Development

An Audit and review of Therapists' Liability and Property Insurance Binding Authority Agreement of FHT by Hiscox was completed this quarter. Feedback received – minor issues picked up and in the process of being addressed.

The Hiscox Audit held on the 27/03/2015 went well. No errors were reported and Hiscox was very pleased with FHT's high standards.

The Claims Audit revealed that there were claims about pain, redness and swelling after treatments. Members have become complacent and therefore need to be reminded that after care advice must be provided after treatments.

Notification of claims against a member's salon assistants was reviewed as there appeared to have been 5 claims against her salon in a short period of time. However, Besso and JMcF reviewed the matter and considered the time and nature of the claims it was felt that monitoring performance, induction and training of staff was no longer necessary.

General Compliance

FCA updates and newsletters received – nothing to report.

Complaints

No complaints were received regarding insurance during this quarter. All staff were reminded to update the Compliance Manager of any complaints received whether verbal or written.

6. FHT Registrar Report

The Registrar's Report was sent in advance of the meeting.

Complaints

There were no complaints received about an FHT Registrant in Q1:

Complaints about FHT Services

No complaints about FHT Services were received in this quarter.

Register Management

No new documentation or procedures were introduced in this quarter.

PSA renewal audit requires quality assurance process to be more robust as the audit trail reviewing course standards were not available.

Quality Assurance

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

Risk Register

No new risks were identified in Quarter 1.

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

Registrant Application

No applications have had to be referred to the Governing Council for review in Q1.

Public and Service User Feedback

No feedback was received about FHT Registrants in Q1. However, the request for public and service user feedback continues to be delayed due to AR renewal. This will be re-scheduled for Q2 – 11th June 2015.

No feedback was received about the FHT website in Q1.

Positive feedback was received about FHT's member/therapists and will be noted on the Register.

New Therapy Applications

No new therapies have been added to the FHT Register in Q1.

The inclusion of Sports Massage is to be included in the accepted therapies on the Register in 2015.

Skin Camouflage and Semi-permanent Make-up are also being considered.



7. 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.

8. President's Report

JW informed the Board that the President's Report has been included in the SMT Report.

9. Financial Statements

JP was introduced to the meeting and informed on the new Xero Accounts package and how well it works. JP said that the package is available if any Board member would like to view it at his desk in the office. All were invited to review the Financial Statements distributed and provide any comments.

10. Any Other Business

Election of Governing Council for 2015 – 2016

JW thanked everyone for standing again for 2015 – 2016. JW informed everyone that this will be her last year as President and has informed FHT's business partners of the intended changes.

Audit Committee

JW asked for volunteers to sit on the Audit Committee. MD and JT volunteered to sit on the committee. JW will need to inform and check with JB who is a current member of the committee.

Code of Ethics

New information will be added to the Code as necessary and members will be kept informed of any changes or additions.

CEPEC

The annual CEPEC meeting will be held in Brussels in November. Membership fees must be paid in advance of the meeting. Carina Fagan has stepped down as President and GM has been voted as Treasurer and member representing the UK.

Health Shield

JT received the Health Shield list of Accepted Accreditations and Qualifications 2015 and noted that FHT is not listed among other organisations. JW advised JT to send the list to Karen Young, Communications Manager who will contact Health Shield for FHT to be included on the list.

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

There being no other business, the meeting was called to a close by the Chair at 2:00 p.m.



The next meeting of the FHT Governing Council will be held on Thursday, 22nd October 2015 at 10:00 a.m.

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