



FHT



MINUTES OF THE GOVERNING COUNCIL MEETING OF THE FEDERATION OF HOLISTIC THERAPISTS HELD AT FHT, 18 SHAKESPEARE BUSINESS CENTRE, HATHAWAY CLOSE, EASTLEIGH ON THURSDAY 22ND OCTOBER 2015

Present:

Jennifer Wayte (JW) President and Chair
Gerri Moore (GM) Vice President
Cheryl Cole (CC) Vice President
Paul Battersby (PB) Vice President
Herman Fenton (HF) Vice President
Mary Dalgleish (MD) Vice President
Bharti Vyas (BV) Vice President
Helen Chambers (HC) Lay Representative

Apologies:

Shailini Karia (SK) Vice President

Session Attendees:

Annie Walling (AW) Minutes

The Meeting commenced at 10:10 with Jennifer Wayte, President in the Chair.

1. Welcome

JW welcomed the attendees and thanked them for coming. Apologies were offered on behalf of SK who was unable to attend due to illness.

2. Declaration of Conflict of Interest

JW 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 19th February 2015

All agreed the Minutes were very comprehensive and 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. GM raised the topic of CEPEC and JW said this would be discussed later in the meeting as an agenda item.

5. FHT Compliance Report



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The Compliance Report was sent to the Board in advance of the meeting and summarised the Q2 and Q3 2015 report as required by the PSA. Q2 and Q3 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). No issues were highlighted in Q2 and Q3.

Training and Development

In Q2 and Q3 the Membership and Insurance team received training for Personal Accident and IPT tax increase.

Product Review and Development

Personal Accident policy and IPT tax increase will be introduced to M&I Team and other departments in Q4.

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 Q2 & Q3.

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 Q2 and Q3.

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 Q2 and Q3.



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Public and Service User Feedback

No feedback was received about FHT Registrants in Q2 and Q3. However, the request for public and service user feedback continues to be delayed due to the AR renewal and will be rescheduled for Q1 2016.

New Therapy Applications

The inclusion of Sports Massage is now to be incorporated into the AR renewal in Q4.

7. Senior Management Team (SMT) Report President's Report

A combined SMT and President's Report was sent to the Board in advance of the meeting for information on the day to day running of the organisation.

8. PSA Report/Renewal

JW informed the Board that PSA renewal has now been received subject to a number of conditions and these have been published on the PSA website. The renewal for 2016 will be due in November 2015 and renewal forms and payment will need to be submitted by no later than the 23rd November.

The Board discussed at length the PSA and FHT's continued registration with them for 2016.

9. Financial Statements

The financial statements were sent to the Board in advance of the meeting.

10. Any Other Business

CEPEC – GM compiled a document with items to be raised at the annual CEPEC meeting in November. GM explained the work of CEPEC since inception and informed that in her opinion it was not necessary for FHT to renew membership with CEPEC as there is no benefit to the FHT. CC agreed with GM since CEPEC has no link to the CEN 409 standards. The standard is now set and will be put forward for voting as the EU standard/Technical Specification Standard for England. JW recommended GM see the project through to the last meeting and thanked GM for the comprehensive information and for attending the meetings. Following the last meeting a decision will be made as to whether FHT remains a member of CEPEC.

CC commented that the medical profession is trying to exclude therapies by advanced practitioners. Doctors' standards will come to a vote in December where only medics can practise aesthetic treatments.

Presidential Candidates – JW requested that any member of the Board interested in applying for the President's role to write to her before the Christmas break.

Lay Board Member - PB asked for the status on another Lay Board member as requested by the PSA. JW said it is the Board's decision to agree on the Lay member and applications have been received and applicants will be interviewed soon.



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There being no other business, the meeting was called to a close by the Chair at 1:00 p.m.

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

The next meeting of the FHT Governing Council will be held on Thursday, 21st January 2016 at 10:00 a.m.

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