



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, 20 OCTOBER 2016

Present:

Paul Battersby (PB) President and Chair
Mary Dagleish (MD) Vice President
Shailini Karia (SK) Vice President
Maria Mason (MM) Vice President
Gerri Moore (GM) Vice President
Herman Fenton (HF) Vice President
Christopher Byrne (CB) Vice President
Helen Chambers (HC) Lay Representative

Apologies:

Jon Hobbs (JH) Vice President
Peter Wren (PW) Lay Representative

Session Attendees:

Annie Walling (AW) Minutes
John Parsons (JP) Company Secretary
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.

2. Declaration of Conflict of Interest

PB 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 14th July 2016



FHT



PB informed that we were looking for a Nutritional Therapist to sit on the Education Panel and asked if anyone could offer any suggestions. GM said she knew Dr Alyssa Burns Hill and would ask her and let JMCF know. **Update: Dr Burns-Hill has been interviewed by JMCF and accepted onto the education Panel for Nutrition and Naturopathy.**

The Minutes were approved as an accurate record, proposed by HF and seconded by CB. PB signed off the Minutes.

4. Matters Arising

There were no matters arising from the Minutes.

5. FHT Compliance Report

JMCF was invited to the meeting to discuss her Compliance and Registrar Reports.

The Hiscox audit was successful and Hiscox are satisfied with FHT's processes that are in place.

JMCF is also looking to expand areas of insurance for the therapies not already accepted.

There will be a qualification available for microblading on the national framework as of February 2017 and this is one of therapies that JMCF would like to add to the portfolio of therapies.

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 Q3.

Training and Development

No training was conducted in Q3.

Product Review and Development

Up-front payment for online applications is now being implemented.



FHT



General Compliance

Staff have been informed of the changes to the Insurance Act 2015. A copy of the document was provided to the Board for their information.

Complaints

In Q3 there were 3 complaints received which are currently under investigation.

PB suggested that we publish an article on awareness of therapists treating clients who have been on the anti-drug register. JMCF to investigate with HF and report back.

6. FHT Registrar Report

JMcF reported that there was a call for information due on 21st October prior to PSA renewal which is due on 9th November. PSA have increased the renewal fees from £9,000 to £9,360. CNHC have requested to have sports massage on their Accredited Register.

Complaints about FHT Services

No complaints about FHT Services were received in Q3.

Register Management

Documentation & Procedures

- No new documentation or procedures were introduced in Q3.

Quality Assurance

- An audit review of all qualifications for members who appear on the Accredited Register continues.

Risk Register

- No new risks identified in Q3.

Registrant Application

No new registrant applications were received in Q3.

Public and Service User Feedback

No feedback was received about FHT Registrants in Q3

No feedback was received about the FHT website in Q3.



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New Therapy Applications

JMcF is continuing to research other therapies including beauty therapy treatments to add to our own Accredited Register.

7. Financial Report

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

JP went through the financial report. Rothmans is happy with the Financial Reports so far.

8. 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 in Q3. There were no queries on the report.

9. President's Report

PB informed the Board that he had been conducting monthly 1-2-1s with the SMT and other department managers. 1-2-1s will now be conducted on a quarterly basis.

Karen Young and Angela Green of Velindre Cancer Care will be attending the next All-Party Parliamentary Group for Integrated Healthcare (PGIH) meeting at the House of Commons and will provide a report.

10. Any Other Business

CEN 409 Beauty Salon Standards

Carina Fagan-Brereton, Chair of CEN has informed that she will be attending the final CEN meeting in Brussels. A report will be provided to the Board after this meeting.

(Complementary) Holistic Health, NEC, Birmingham, May 2017

The Board gave approval to discuss contra arrangements with the show organisers to include an exhibition stand and seminar spaces to host CPD training sessions.

(Sports) COPA, Excel, London, June 2017

FHT is considering its attendance at this new show.

(Beauty) Olympia Beauty, London, October 2017

The Board agreed that FHT will be attending this show in 2017.



FHT



CB suggested that FHT nominate accredited training providers for awards in order to gain more interest and applications for the FHT Awards event.

It was agreed that FHT would continue to represent the 3 tiers of membership in the fields of sports, complementary and beauty therapies. All ideas will be discussed with the Events Committee – MM and JH.

FHT – Own Brand Events

CPD training day and the FHT Excellence Awards 2017

The Board agreed that FHT should offer a training element during the day, with the FHT Awards event in the evening.

Therapies Currently Not Accepted

The Board were asked to review and discuss acceptance of the therapies - colonic irrigation and micro-needling. As these are covered by Hiscox, Insurance Underwriters and are popular treatments offered by FHT members, the Board agreed to accept the treatments.

There being no other business, PB thanked everyone for attending the meeting and called the meeting to a close at 15:25 p.m.

The next meeting of the FHT Governing Council will be held on 25 January 2017 at 13:00.

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