



FHT



MINUTES OF THE GOVERNING COUNCIL MEETING OF THE FEDERATION OF HOLISTIC THERAPISTS HELD AT FHT, 18 SHAKESPEARE BUSINESS CENTRE, HATHAWAY CLOSE, EASTLEIGH ON WEDNESDAY, 25 OCTOBER 2017

Present:

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

Apologies:

Maria Mason (MM) Vice President
Peter Wren (PW) Lay Representative
Jonathan Hobbs (JH) Vice President

Session Attendees:

Annie Walling (AW) Minutes
Julie McFadden (JMcf), Registrar and Compliance Manager
John Parsons (JP) Company Secretary

The Meeting commenced at 10:45 with Paul Battersby, President in the Chair.

1. Welcome

PB welcomed everyone to the meeting and welcomed back CC after her sabbatical.

Apologies were made on behalf of MM, JH, and PW who were unable to attend the meeting.

2. Declaration of Conflict of Interest

PB asked if any Council member had a conflict of interest to declare. All declared there was no conflict of interest. HC reminded everyone that it was decided to refer to Confluence of Interest and not Conflict of Interest as agreed at the previous meeting. AW will amend the next meeting agenda and Minutes.



FHT



3. Minutes of the meeting held on 19 July 2017

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

4. Matters Arising

HC said that the workshop with the managers on *Understanding the Management Role* went very well and she will be conducting another workshop on 1 November.

5. Presentation

The PR and Media Publishing company was invited to join the meeting to summarise the FHT's position and sales activity plans going forward.

6. FHT Compliance Report

JMcF was invited to discuss her reports on Compliance and Registrar. The PSA fees were discussed and the Board were informed of the potential increase.

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

New members of staff, were provided training on the following: Money Laundering, Treating Customers Fairly, Errors and Omissions, Anti-bribery and Corruption, Health and Safety online, Manual Handling online.

Other Training

Management Training was provided by Helen Chambers for all managers.

Product Review and Development

Business equipment and stock has now been added to the online application forms and is currently being tested before going live at the end of October.



FHT



General Compliance

Nothing to report.

Complaints

None reported.

7. FHT Registrar Report

JMcF discussed her report with the Board.

Complaints

There were no new complaints received about FHT Registrants in Q3.

Complaints about FHT Services

No complaints were received about FHT's services in Q3.

Register Management

Documentation & Procedures

None to report

Quality Assurance

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

CPD audit conducted between August and October 2016 to 2017: August – none failed; September – one failed; October – audit currently ongoing.

Risk Register

No new risks were identified in Q3.

Public and Service User Feedback

No feedback was received about the FHT website in Q3

It was good to receive positive feedback about FHT members on the FHT Register:

(Sports Massage) "Fantastic treatment experience."

(Reflexology) "Kind, caring, beautiful first class treatment helps me with pain and my anxiety."



FHT



(Sports Massage) “He has always shown care and been thoroughly communicative and professional.”

New Therapy Applications

There were no new therapies added to the Register in Q3. JMcF continues to research new therapies to add to the Accredited Register.

CC informed that she has been invited to attend a meeting with Habia to discuss the technical standards for level 3 qualifications and will inform of the outcome.

8. Financial Report

The Financial Report was sent to the Board in advance of the meeting. JP asked if there were any questions regarding the financial reports and took the Board through the report.

PB showed the Board some of the trade and consumer publications provided by the Marketing Manager where FHT has advertised and invited the Board to look at the adverts. PB added that this is also raising the profile of the FHT. All agreed.

9. Senior Management Team (SMT) Report

The SMT Report was sent to the Board in advance of the meeting about the day to day running of the organisation in Q3. AW took the Board through the SMT Report. The Board were satisfied with the report provided.

General Data Protection Regulations (GDPR) training has been arranged with the solicitors in November by AW for all managers. The training will introduce the GDPR and the changes to the Data Protection Act coming on 25 May 2018. The Compliance department are working with all staff to become GDPR compliant.

10. President's Report

PB asked the Board for their comments on a suggestion that the late Professor George Lewith (posthumously) and Gill Morris be presented with the President's Award for outstanding achievement in the therapy industry at the Awards Dinner in November. Both GM and CC agreed presenting the award to Gill Morris would raise FHT's profile in the beauty industry and it would be a well-deserved award. All agreed on both awards to be presented.

11. Executive Director's Role/Applications



FHT



An advert was placed online with Third Sector who advertises for high level executive positions and 18 applications were received for the role of Executive Director. Four candidates have been selected and PB, HC and GM will be conducting the interviews on 26 October and 1 November.

12. Any Other Business

MD attended a meeting of the All-Party Group for Integrated Healthcare (PGIH) at the House of Commons on 24 October. Cristal Sumner, CEO of the British Homeopathic Association was the speaker. She stressed the importance of complementary therapies being proactive in promoting and defending what they do and coming together in the face of attacks and threats fueled by well-funded skeptics. Cristal Sumner and David Tredinnick, MP urged everyone to spread the word about a petition to stop NHS England from removing herbal and homeopathic medicines. Cristal also discussed the Charity Commission's public consultation on whether organisations promoting the use of complementary and alternative medicines (CAM) should have charitable status - results of the consultation should be announced soon.

CC informed that the CEN Standard will go to publication with a split removing advanced treatments. Advanced treatments will be published separately as technical standards.

CC also gave an update on the discussion at the recent meeting attended with the JCCP. The JCCP will become a membership organisation for beauty therapists.

AW asked the Board to inform her of any meetings attended on behalf of the FHT, so that these can be noted in the SMT reports and shared with staff and members.

There being no other business, PB thanked everyone for coming to the meeting and called the meeting to a close at 13:00.

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

© 2014 Federation of Holistic Therapists (FHT)

No part of this document may be reproduced without the express permission of the FHT and disclosure of any part of this Confidential Information to any third party is not permitted without FHT's prior written consent.