

Date of meeting:	23 July 2009	Mandate Boardroom 60 Great Portland Street London W1W 7RT
Time of meeting:	11:00 – 16:00	
Next meeting:	22 October 2009	

Minutes – Open Session

Present: Maggy Wallace (MW) (Chair), Angela Deacon (AD), Kay Dixon (KD), Maggie Dunn (MD) (CNHC Chief Executive), Jenny Gordon (JG), Gillian Jordan (GJ), Mike O'Farrell (MO), Anne Sultoon (AS), Dimitrios Varsamis (DV), Peter Mitchell (PM) (Secretary)

Carol Jollie (CJ) (Business Manager)

A closed session was held prior to the open session incorporating the full minutes of the Finance, Conduct and Competence and Professional Standards Committees.

Action

1 Welcome

- 1.1 MW welcomed members to the open part of the meeting.
- 1.2 MW thanked PM on behalf of members for his and his wife Mary's work on behalf of CNHC over the past sixteen months.

2 Apologies for absence

None

3 Minutes of CNHCB Meeting held on 14 May 2009

The minutes of the meeting held on 14 May 2009 were approved.

4 Matters arising

- 4.1 Freedom of Information Act (FOIA) (Item 3, Minute 4B)
MW reported that the Department of Health (DH) had confirmed that although the schedule of Public Authorities is under review, CNHC is not at present a FOIA authority in its own right. The one possible exception was if CNHC held any recorded information 'for DH.' While CNHC would be under no obligation to deal with a request made to it under the FOIA for information of this type, it would be best for CNHC to advise anyone making such a request that they should direct it to the DH.
- 4.2 Summary of Board meeting on CNHC website (Item 3, Minute 6)
It was noted that a summary of the Board meeting held on 14 May is available on the CNHC website. It was also noted that the availability of this type of information will be further discussed under agenda item 10.1 (Openness and Transparency).
- 4.3 Response from Prime Minister's Office to petition on CNHC (Item 3, Minute 9A)
It was noted that a link to the very positive response issued by the Prime Minister's office is available on the CNHC website under 'What's new at CNHC'.
- 4.4 Registration of Nutritional Therapists (Item 3, Minute 12B)
It was noted that the Nutritional Therapy Council (NTC) had now agreed in principle with a number of PAs alternative routes for the verification

of qualifications of nutritional therapists, although formal detailed confirmation had not yet been received. This agreement was welcomed since there had been a delay of over 5 months in agreeing a process for registering nutritional therapists with NTC. MD reported that she would be meeting further with the NTC to discuss the detail of verification.

4.5 Web links protocol (Item 3, Minute 15)

It was noted that no further comments had been received.

4.6 Governance arrangements (Item 7)

MW reported that the interview process had been satisfactory completed for the interim Business Manager post. It was noted that both MW and MD are currently being remunerated for 2.5 days per week which is likely to be sufficient for the role of Executive Chair but may be insufficient time for the Chief Executive role.

4.7 Registration numbers (Item 9)

MW reported that she was discussing the possibility of a celebratory event when the number of registrants reached 2,000, in the autumn but that no decisions had yet been made.

4.8 Business Plan (Item 11)

It was noted that the Business Plan had been revised in light of comments received from Board members at the May meeting and sent for information to Board and Committee members.

4.9 PR and Marketing (Item 12)

It was noted that a database of contacts was currently being developed and that discussions about the design and production of promotional items was ongoing.

4.10 Meeting with Professional Associations (Item 13)

It was noted that the third meeting was being arranged for 17 November and that it would include workshops and networking activities.

5 **Finance Committee (FC)**

5.1 Meeting held on 7 July 2009

KD reported briefly on the outcome of the FC meeting held on 7 July. It was noted that the Board had agreed to the FC's recommendation to appoint Kingston Smith for an initial period of one year, and for them to be required to undertake a full audit (not required by law but recommended as good practice).

5.2 Financial Standing Orders (S/Os) – Revised (Paper CNHCB 2009-12)

It was noted that the Financial S/Os had been amended and that further sections on registration fee setting and income recognition policies were being developed for the consideration of the FC at its next meeting. It was agreed that Kingsland Smith should be asked to review MD the Financial S/Os once the two new sections had been added.

6 **Conduct and Competence Committee (CCC)**

6.1 MW reported that the CCC had started to look at the detail of the Complaints Handling Process and Complaints Procedure. Members were grateful to the Health Professions Council (HPC) for giving CNHC permission to use and adapt its Training Pack for CNHC use. It was noted that the first training session for CCC and PSB members was scheduled for September 2009.

7 Professional Standards Committee (PSC)

7.1 MW reported that at its first meeting on 2 June 2009, PSC members had identified four main areas of work for its initial work programme:

- i) Criteria for new professions seeking CNHC registration (ie those who have not been on the FIH regulation programme).
- ii) Continuing professional development/re-validation
- iii) Accreditation
- iv) Audit

The PSC's recommendation to consult with PSB members about these issues was agreed by members. MW

8 Profession Specific Boards (PSBs)

8.1 It was noted that PSBs had already been established for Massage Therapy, Nutritional Therapy, Aromatherapy, Yoga and Shiatsu, and that membership of the PSB for Reflexology had been agreed although the arrangements for the first meeting had not yet been finalised.

8.2 MD reported that a joint meeting of the five established PSBs had been held on 21 July to introduce members to the conduct and competence procedures in preparation for the training session with CCC members in September.

9 Operational Activities

9.1 Activities Report for May-July 2009 (Paper CNHCB 2009-14)

9.1.1 The Activities Report was received for information.

9.1.2 It was noted that a second leaflet is being prepared on the professional advantages of registering with CNHC. Copies of this leaflet will be sent to Board members as soon as it has been finalised and printed. CJ

9.1.3 MD reported on a meeting she and MW had had with Mandate to formulate a strategy to help publicise CNHC activities with local newspapers and radio. Some suggestions were made for targeting specific radio programmes such as *You and Yours* and *Women's Hour*. It was noted that the Media Tool Kit for PAs currently being prepared would be available shortly and would be sent to Board members for information. It was also noted that Board members may be required to help out with exhibition and conference attendance. CJ

9.1.4 It was agreed that Board members should send MW ideas for publicising CNHC's activities to help increase the number of registrants by 31 July. Board

9.1.5 It was agreed that MW would send members a fortnightly update email to keep them up-to-date with activities. MW

9.2 Mandate's PR Reports for May & June (Papers CNHCB 2009-15A/15B)

The two PR reports were received for information. It was noted that May had been a very busy month, with 18 pieces of coverage, mainly about aromatherapy. June was reasonably quiet by comparison although there was a mention of CNHC in *Woman and Home*.

9.3 Performance Indicators (Paper CNHCB 2009-16)

A paper listing CNHC's performance indicators with an indication of progress against each indicator was received for information. It was agreed that this was a useful document which should normally be produced every six months, although it would need to be reviewed again as part of the development of the 2010 Business Plan in October 2009. CJ

10 Governance

- 10.1 Openness and Transparency (Paper CNHCB 2009-17)
- 10.1.1 A Paper outlining the CNHC's current approach to openness and transparency in the light of a number of requests for information which had been received.
- 10.1.2 It was agreed that the full minutes from the Open part of the agenda should be made available on the CNHC's website within four weeks of the meeting date, with a note that the minutes had not yet been finalised and that they would be ratified at the next Board meeting. It was also agreed that a sentence should be included at the beginning of the minutes indicating those items which were to be considered during the Closed part of the meeting. CJ
- 10.1.3 It was agreed that the performance indicators paper (CNHCB 2009-16) should be made available on the CNHC's website. CJ
- 10.1.4 It was agreed that the Activities report (CNHCB 2009-14) should be made available on the CNHC's website. CJ
- 10.1.5 It was agreed that reports on meetings with PAs which were available on the CNHC's website should include additional information on the names of organisations which were represented and the total number of people in attendance. CJ
- 10.1.6 It was agreed that CNHC should not have a presence on the *WhatDoTheyKnow.com* website.
- 10.1.7 It was agreed that CNHC should not respond explicitly to inaccurate information in blogs.
- 10.1.8 MW to respond to those individuals who had written to the CNHC and whose correspondence had been reproduced in Annexe 1 to 4 of the paper. MW
- 10.1.9 It was agreed that the subject of openness and transparency should be reviewed again in February 2010. CJ
- 10.2 Board protocol (Paper CNHCB 2009-18)
- 10.2.1 A paper proposing a protocol for managing Board meetings to be held in public (with a maximum of three observers) from October 2009 was considered.
- 10.2.2 It was noted that information on how to apply for places as an observer would be available on CNHC's website. CJ
- 10.2.3 It was agreed that the agenda would be split into two sessions - Open and Closed.
- 10.2.4 It was agreed that the Closed Session will normally be taken first followed by a short break for lunch before starting the Open Session.
- 10.2.5 It was agreed that matters will normally be dealt with in the Open Session except staffing matters, matters which identify individuals, 'commercial in confidence' matters, Closed Session Board minutes and committee minutes.
- 10.2.6 It was agreed that agendas and papers for the Open Session will be made available to observers on arrival at the meeting.
- 10.2.7 It was agreed that there would be an informal opportunity to meet the public following the Open Session.
- 10.3 Appointment of Board Members (Paper CNHCB 2009-19)
- 10.3.1 A paper proposing a way forward for the appointment of Board members to be in place by January 2010, following the CNHC's

- shadow period.
- 10.3.2 It was agreed that an incremental approach should be taken to Board appointments with an opportunity for potential change in one third of members every year for the next three years.
- 10.3.3 It was agreed that there should continue to be nine Board members with some flexibility built into the Memorandum and Articles of Association.
- 10.3.4 The proposal for electing new Board members was agreed by members.
- 10.3.5 It was agreed that the Interview Panel should consist of Chair, CEO and an external observer.
- 10.3.6 It was agreed that advertising costs should be minimised and that the websites of FIH and PAs could possibly be utilised to advertise the positions, as could the publication 'The Week'.
- 10.3.7 It was agreed that the timetable for re-appointment should include a date by which current Board members should give notice if they do not wish to seek re-appointment.
- 10.3.8 It was agreed that the number of Board members should be no more than nine.
- 10.3.9 There was some discussion about whether the Chair should be an external appointment and the application process and timescale for this post. The need for continuity was considered to be important.
- 10.3.10 It was agreed that members should email any further comments to MW as soon as possible in order for the appointment process to be put into place in time for the October meeting. Board
MW
- 10.4 Independent audit of CNHC's work
- 10.4.1 MW reported that three organisations had been approached about undertaking an independent audit of CNHC's work. A paper and an estimate of costs was tabled from one bidder.
- 10.4.2 Following a brief discussion it was agreed that CNHC was not ready to undertake an audit at this time, as the register has only been open for a few months and not a year, as originally anticipated. It was agreed instead that the Board should reconsider this topic at the February 2010 Board meeting.
- 10.4.3 It was agreed that a small group of Board members might look at the CHRE protocol and consider the CNHC's work in light of this protocol, although this work was not as high a priority as that of increasing registrant numbers.
- 10.5 Production of 2010 Business Plan and Annual Report (Paper CNHCB 2009-20)
- 10.5.1 A paper outlining the schedule for producing the 2010 Business Plan and 2009 Annual Report was agreed. The importance of the CNHC's first Annual Report was emphasised by members.

11 Wider Regulatory Matters

11.1 Regulation of Acupuncture and Herbal Medicine

It was noted that the Consultation Paper on the Regulation of Acupuncture and Herbal Medicine would be published on 4 August 2009.

11.2 Wider Regulation Taskforce

11.2.1 It was noted that the Department of Health's Report 'Extending Professional and Occupational Regulation' was published on 16 July 2009. Members were encouraged to read this report as it could well have far reaching changes to the regulation of complementary therapists. A copy of the report can be found at http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_102824.

11.2.2 It was agreed that MO would produce a summary of the main points from the report for circulation to Board members. MO

11.2.3 It was agreed that a Chair's Task and Finish Group would consider CNHC's response to this report, which would be prepared for the October Board meeting if consultation deadlines permit. Members agreed to notify MW if they wished to be part of this group. Board

12 Any Other Business**12.1 Sports Remedial Massage Therapy (SRMT)**

MD tabled a paper on sports therapy and it was noted that representatives of the Professional Forum had approached CNHC with a view to its practitioners being registered with CNHC. It was noted that Skills Active currently manage the National Occupational Standards for sports therapy, but that the NOS is equivalent to the Skills for Health NOS. It was agreed that the matter be referred to the PSC.

MW

12.2 Professional Forums (Fora)

12.2.1 A paper on professional forums (fora) was tabled. It was noted that a number of the groups who have finished (or are close to finishing) working with the Prince's Foundation for Integrated Health have reformed their regulatory working groups into bodies called lead bodies, representative bodies etc. These bodies will exist to offer a forum for discussion and debate for the professional group.

12.2.2 It was agreed that these groups be referred to by CNHC as Professional Forums (Fora).

12.2.3 It was agreed that only those organisations which were members of these fora (where one exists) should be approved for verifying CNHC standards for registration applications.

12.2.4 It was agreed that for those professional groups who do not have such an over-arching body, individual arrangements will have to be made for verifying applications for registration.

12.3 Blog Watch

DV reported that there had been no activity for the past three weeks.

13 Dates/times of future meetings

Thursday 22 October 2009, 10.30 to 16.30

Thursday 18 February 2010, 10.30 to 16.30

Board members noted that the meeting previously scheduled for 28 January 2010 has been cancelled and replaced with one on 18 February 2010.