

Date of meeting:	Thursday 18 February 2010	Athens Meeting Room
Time of meeting:	14:00 – 16:00	2 <sup>nd</sup> Floor, 83 Victoria Street
Next meeting:	Tuesday 13 April 2010	London SW1H 0HW

## Minutes – Open Session

Present: Maggy Wallace (MW) (Chair), Kay Dixon (KD), Maggie Dunn (MD) (CNHC Chief Executive), Daniella Jenkins (DJ), Mike O’Farrell (MO), Dimitrios Varsamis (DV), Julian Weinberg (JW), Carol Jollie (CJ) (Secretary), Observer

A closed session was held prior to the open session which dealt with commercial in confidence, staffing and ‘clients’ in confidence issues.

### Action

- 1 **Welcome**  
MW welcomed members to the first open session of the new year. She also welcomed an observer to the meeting and noted that this was the first time that an observer had attended. Board members then introduced themselves and it was noted that this was DJ’s and JW’s first meeting as Board members.
- 2 **Apologies for absence**  
Anne Sultoon (AS), John Lant (JL)
- 3 **Minutes of CNHCB Meeting held on 22 October 2009**  
The minutes of the meeting held on 22 October 2009 were approved as an accurate record of the meeting.
- 4 **Matters arising**
  - 4.1 Database of contacts (item 4.3)  
MD reported that the contacts database had been significantly improved and that work was ongoing. MD
  - 4.2 Sports and Remedial Therapy (item 7.2)  
It was noted that the register had opened to sports and remedial therapy on 15 February.
  - 4.3 Parliamentary Group on Complementary Healthcare (item 9.1.2)  
It was noted that the next meeting of the parliamentary group on complementary healthcare was due to take place at 6.00 pm on 23 February. It was also noted that this meeting would be focusing on complementary healthcare education, including a presentation by MO’F, and that members should contact MW/MD if they wished to attend. Board Members
  - 4.4 Appointment of Board members (item 10.1)  
See agenda item 10.1
  - 4.5 Annual Report 2008-2009 (item 10.3)  
It was noted that the annual report is currently being prepared. MD/MW

**5 Finance Committee (FC)****5.1 Report on meeting held on 9 February 2010**

KD gave a verbal report on the FC meeting and on the preparation of the first set of statutory annual accounts for 2008-2009. She reported that the audit had gone extremely smoothly and that the audit team were pleased with the financial controls in place. It was noted that the Board had agreed small increases in remuneration for its two permanent members of staff in line with recommendations by the FC during its closed session. It was also noted that one of the FC members (JL) had now been appointed to the Board and that the Board would therefore be looking for a new external member for its FC, since the Board was keen to ensure an appropriate mixture of internal and external committee members to ensure appropriate checks and balances on decision making were in place.

**5.2 Draft Annual Accounts and Report from Auditors**

KD reported that the accounts for July 2008 to end December 2009 would be able to be signed off shortly, once a couple of pieces of missing information had been received.

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

6.1 The minutes of the meeting held on 24 November were received for information.

6.2 It was noted that the committee had had discussions about the issue of testimonials and had agreed that section 15 of the Code of Conduct, Performance and Ethics for Registrants already gave clear enough guidance on this issue. MD confirmed that both of the individuals who had raised this issue were comfortable with this advice and no further queries had been raised.

6.3 It was noted that CNHC is currently advertising for a new Business Manager.

6.4 It was noted that following the meeting with Professional Associations (PAs) on 17 November, CNHC had appointed a Project Officer for communications, and that many of the activities she would be undertaking had been suggested at the PAs meeting.

6.5 It was noted that a second conduct and competence training session was being arranged in June 2010 (now confirmed on 30 June) for Board and PSC members and those PSB members who had not attended the first session in September 2009. Information about this session will be circulated to committee members shortly.

6.6 There was some discussion about the procedures for dealing with complaints which are set out in the Complaints Procedure and Complaints Handling Process available on the website. It was noted that PAs might be involved in the process by helping practitioners and with mediation. The CCC ensures that CNHC's processes are appropriately carried out, but does not conduct hearings in its own right. In order to meet the due regard principle, panels include a PSB member.

**7 Professional Standards Committee (PSC)**

7.1 The minutes of a meeting held on 1 December 2009 were received for information.

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| 7.2 | MW reported that AS had met with the Chief Executive of VTCT, the Government approved awarding body offering vocational qualifications, which includes a range of complementary therapies, and that action agreed as a result of the meeting was currently being progressed.  | AS/MW/<br>MD |
| 7.3 | It was noted that the number of nutritional therapists who had transferred from the Nutritional Therapy Council was gradually increasing.   |              |
| 7.4 | It was noted that an Audit Group has been set up as a subgroup of the PSC to look at audit matters and that at its first meeting on 1 December it had agreed that it would focus first on registration application verification processes by PAs. It was also noted the Sub Group includes one Profession Specific Board (PSB) representative.  |              |
| 7.5 | MW reported that the PSC's work on setting criteria for considering additional professional groups seeking registration with CNHC had been significantly progressed as a result of reaching agreement with Skills for Health that CNHC could use their National Occupational Standards (NOS) template as a basis for developing criteria for those groups which do not already have NOS in place. MW is now working with one of the PSC members to adapt the template to meet CNHC's requirements and the committee planned to consult with the PSBs following its meeting in June. | MW           |
| 7.6 | It was agreed that CJ would send DJ a copy of a PSC paper on its work programme for 2009-2011, which included the modus operandi for progressing the work, with the PSC debating the issue on the basis of an officer paper, agreeing issues for consultation, consulting with PSBs who can consult more widely with PAs, considering responses, reaching a decision and then making recommendations to the Board for sign off before publicity and implementation. It was noted that this process would be subject to review after it has been piloted and tested.                 | CJ           |

**8 Profession Specific Boards (PSBs)**

- 8.1 It was noted that newly established single discipline PSBs normally meet as a profession-specific group to talk about the registration process and procedures and receive an introduction to CNHC. At this meeting agreement is reached on which PAs should be invited to verify applications for registration of their members and of individuals who are not members of the PAs. Agreement is also reached on the process for dealing with individuals whose qualifications don't automatically meet the NOS and who need to go through an APEL or grandparenting-type arrangement. After this initial meeting, the PSBs come together in groups at quarterly joint PSB meetings. This appears to work well and promotes a cross-fertilisation of ideas and approaches.
- 8.2 It was noted that two joint PSB meetings had been held on 18 November and that due to an increase in the number of PSBs (we now have ten PSBs), three joint PSB meetings were scheduled for 23 and 24 February. It was also noted that the agenda for all three meetings is the same and that there has been some rotation of PSBs so that members get the opportunity to work with other disciplines and get to know each other.
- 8.3 MD reported that issues discussed at the November meeting included the e-Newsletter and news updates on the website, the quarterly Activities Report, professional issues such as Continuing Professional Development and accreditation, the work of the PSC and CCC, and how PSB members can assist in marketing, eg at CAMExPO. It was noted that one piece of work which the PSBs are leading on is the development of advertising

guidance as a result of a case heard by an Investigating Committee Panel in November resulting from a complaint about claims made on registrants' websites.

- 8.4 MO'F mentioned some work being carried out by the Acupuncture Council on advertising and it was noted that the Advertising Standards Commission can provide useful help in this regard. MD confirmed that it would be helpful to receive information on the Acupuncture Council's work and mentioned that some PAs and other regulatory Councils also have their own guidance on advertising. It was agreed that it would be of benefit to registrants if CNHC produced best practice guidelines on aspects of practice, including advertising. MO'F

## 9 Operational Activities

### 9.1 Activities Report for October 2009-February 2010 (Paper CNHCB 2010-06)

9.1.1 The Activities Report was received for information. It was noted that a new section had been added as an Annex to the report on website visits, newsletter statistics and calls received by CNHC's officers. It was also noted that the information on calls received was not totally complete as not all staff had kept a record of their calls.

9.1.2 Members thanked CJ, Lisa McCaul and Joan Feakes for a very useful summary and it was noted that the report would be available on CNHC's website. MD

9.1.3 It was noted that those visiting CNHC's website would be given the opportunity to subscribe to the monthly newsletter if they did not already receive it. Members commented that they would find it useful to know how many people choose to subscribe. MD

9.1.4 There was some discussion about activities around the UK and events which had taken place in Scotland, Wales and Northern Ireland. MW reported that the Department of Health and Social Security in Northern Ireland is looking into whether CNHC registration should be made a requirement for those complementary healthcare practitioners employed by the Department.

### 9.2 Report on PR activities and press coverage Oct 2009-Feb 2010

MD presented three bound copies of reports summarising press coverage between September and December. It was noted that MD/MW were currently looking at future PR strategy, having terminated a previous contract for PR services in December. MD/MW

### 9.3 Performance indicators (postponed until April meeting)

It was noted that this item had been postponed to the April meeting as the Business Plan had only just been finalised for 2010, and it therefore made sense for the performance indicators to be reviewed on a bi-annual basis in April and October of each year (ie the 2<sup>nd</sup> and 4<sup>th</sup> meetings, rather than 1<sup>st</sup> and 3<sup>rd</sup> meetings). MW

## 10 Governance

### 10.1 Appointment of Board members

MW reported that elections for new Board members had taken place that that she was pleased to welcome DJ, JL and JW to the Board. The Board recorded its thanks to the three Board members who had now resigned their membership: Angela Deacon, Jenny Gordon and Gillian Jordan. MW

- 10.2 Business Plan 2010 (including updated risk register)  
MW reported that the Business Plan had been approved during the closed session of the Board meeting. This is an internal document setting out the objectives for the Board and its committees. It was noted that objectives are also in the process of being agreed for the Executive Chair, Chief Executive and Registrar and Communications Officer. MW
- 10.3 Annual Report 2008-2009  
Noted that the annual report is currently being prepared and that it would be presented for sign off at the next Board meeting. It was also noted that hard copies of the report would be printed for those who requested a copy and that the report would be available on the website. There are no plans to produce a glossy brochure. MD/MW
- 11 Skills for Health**
- 11.1 Public Funding for NOS (Paper CNHCB 2010-07A)
- 11.1.1 A paper seeking advice from CNHC, as the regulator for complementary healthcare, on what learning time should be required to achieve 'occupational competence' and thus registration with CNHC was considered by members. It was noted that CNHC had been asked to respond to the paper to assist Skills for Health in determining which qualifications should receive priority funding in the academic year 2010/11. This in turn will help practitioners select courses which result in qualifications which meet the requirements for registration with CNHC.
- 11.1.2 It was agreed that the PSBs should be asked to consult with PAs in order to make recommendations to CNHC and noted that it would be necessary to give a time limit for responses and that it may be difficult to reach a consensus amongst the different professional groups. MW/MD
- 11.1.3 It was agreed that MW would contact Skills for Health to find out the timescale for responding. MW
- 11.2 Review of NOS (paper CNHCB 2010-07B)
- 11.2.1 A paper seeking the view of CNHC on the length of time Awarding Organisations operating with the Qualifications and Credit Framework should be allowed to continue to offer qualifications based on the old Complementary Therapy NOS was considered by members. It was noted that Skills for Health were recommending a period of 2-3 years. The Board felt this was a reasonable time frame, providing the PSBs agreed. MW/MD
- 11.2.2 It was agreed that advice would be sought from the PSBs at the forthcoming meeting on 23/24 February and that a response should then be sent to Skills for Health and a report made to the Board at its next meeting.
- 12 Wider Regulatory Matters**
- 12.1 CHRE: Distributed Regulation: A call for information
- 12.1.1 A copy of a CHRE consultation document (paper CNHCB 2010-08A), together with a draft response from CNHC (paper CNHCB 2010-08B) was considered by members.
- 12.1.2 It was noted that although a response to the consultation had already been submitted by MW since the deadline for responses was 15 February, CHRE had agreed to accept any changes recommended by the Board.

- 12.1.3 Members suggested a number of changes and it was agreed that MW would revise the letter and forward on to CHRE. MW
- 12.2 CHRE: The Revised Performance Review Process and Standards: Proposals for Consultation (January 2010)
- 12.2.1 It was noted that CHRE had published a consultation paper on the revised performance review process and standards and that responses were required in April.
- 12.2.2 It was agreed that the Board would agree a response to this consultation at its next meeting. MW
- 13 Any Other Business**
- 13.1 MW reported that she had attended a Pennington's Professional Regulation Seminar in the previous week with MD at which the Chief Executive of the General Osteopathic Council had commended CNHC as a good example of a regulatory body.
- 13.2 DV confirmed that there was no significant blogging activity to report.
- 14 Dates/times of future meetings**
- 10.30 to 16.30 on Tuesday 13 April, 13 July, 19 October 2010, 11 January and 12 April 2011

CJ/MW/MD  
18 March 2010