

**The  
Complementary  
and  
Natural Healthcare  
Council**

**CNHC**

**Annual Report  
For the Financial Year:  
1 January – 31 December 2016**

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## Chair's Statement

I took over as CNHC Chair on 1 January 2016 and I have very much enjoyed my first year in the role. I am proud at the breadth and depth of our work over the last year and thank all practitioners who have chosen to register with us. I consider the commitment to register with CNHC to be a demonstration of professionalism and I applaud it.

At the beginning of 2016 I set out four areas I saw as key to our approach over the coming year:

- Practitioner standards
- Supporting the wellbeing agenda
- Patient choice
- Encouraging a focus on research

My hope was that we could have some input to each of these and when I look back over the year I think we have made some real progress. What is interesting is the way that these areas have come together in particular around our input to NICE guideline consultations and making the case for the use of CNHC registrants in wider health and care arenas.

We had an opportunity to make this case early in 2016 when NICE proposed to remove complementary therapies from its guideline for supportive and palliative care. This is an area where many people have access to complementary healthcare both within NHS services and in the charitable sector, and I am proud that we were able to galvanise the complementary health sector to respond to NICE's consultation. Due to the unprecedented number of responses received, NICE decided to keep the original guideline in place.

We do all we can to raise awareness of the role that CNHC registrants can play in a range of healthcare arenas, making the case that they have chosen to Stand Up for Standards by registering with us. One key area over the last year has been our support for the joint project between the Royal Society for Public Health and the Professional Standards Authority for Health and Social Care on the role that practitioners on Accredited Registers can play in the wider public health workforce. I look forward to publication of the final report later in 2017.

On behalf of the CNHC Board I would like to thank members of CNHC's Profession Specific Boards who provide advice to us and expert advice when required during complaints processes. I thank our CNHC Local Champions who raise awareness of CNHC around the UK. I am also grateful to our pool of panel members who provide their expert and independent views as part of our formal complaints processes.

I would also like to thank the CNHC staff who work incredibly hard to ensure that CNHC operates in a professional and efficient manner.

Finally, and importantly, I want to again thank our registrants who have taken the step to register with us. In doing so they are most definitely Standing Up for Standards in complementary healthcare.

I look forward to another productive year in 2017 when I hope that complementary healthcare and the great value it can provide, will be increasingly recognised and accepted.

Michael Watson, CNHC Chair, July 2017

## **The Complementary & Natural Healthcare Council (CNHC)**

### **1. Who We Are and What We Do**

CNHC is the UK voluntary regulator for complementary healthcare practitioners that was set up in 2008 with government funding and support.

We hold a UK register of complementary health practitioners who have met UK standards. We set the standards that practitioners need to meet to get onto and then stay on the register.

CNHC is also approved as the holder of an Accredited Register by the Professional Standards Authority for Health and Social Care, an independent body accountable to the UK Parliament.

Our procedures for investigating and determining complaints about our registrants mirror, as far as practicable, the procedures of the UK statutory healthcare regulators.

CNHC makes the case to government and a wide range of organisations for the use of complementary healthcare to enhance the UK's health and wellbeing. We raise awareness of complementary healthcare and seek to increase access to the disciplines we register.

### **2. Who we register**

We register practitioners from the 15 disciplines listed below.

#### **Disciplines on the CNHC Register**

- Alexander Technique teaching
- Aromatherapy
- Bowen therapy
- Craniosacral therapy
- Healing
- Hypnotherapy
- Massage therapy
- Microsystems acupuncture
- Naturopathy
- Nutritional therapy
- Reflexology
- Reiki
- Shiatsu
- Sports therapy
- Yoga therapy

All CNHC registrants have agreed to be bound by the highest standards of conduct and have registered voluntarily. All are professionally trained and fully insured to practise. CNHC registrants work in private practice, the NHS and a wide range of other health and care settings.

#### *Registration Numbers*

Registration numbers have increased slowly but surely over the five years and we currently have just over 5,700 practitioners on the CNHC register. Highest numbers of registrants are in the categories of hypnotherapy, nutritional therapy, massage therapy and reflexology.

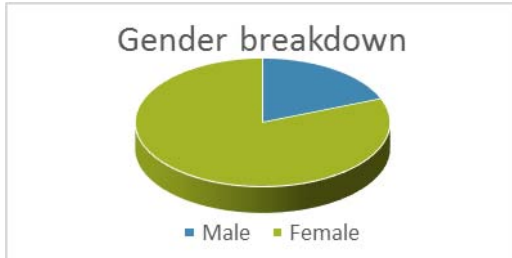
#### *Public Check and Search Function*

The register is searchable and the public can find registered practitioners in their area by checking under their town or postcode. The public can also check whether their current practitioner is registered. Over 52,500 searches were made during 2016 and by the end of 2016 over 368,000 searches had been made since the register opened in January 2009.

*Who is on the Register?*

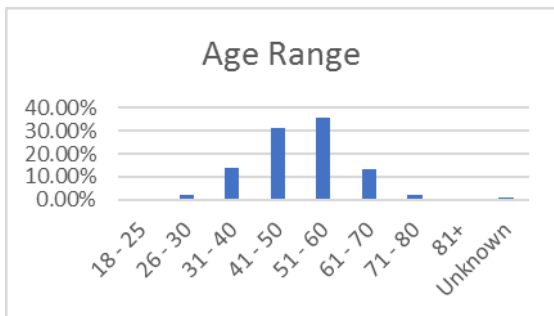
**Gender Breakdown**

Just over 80% of CNHC registered practitioners are women



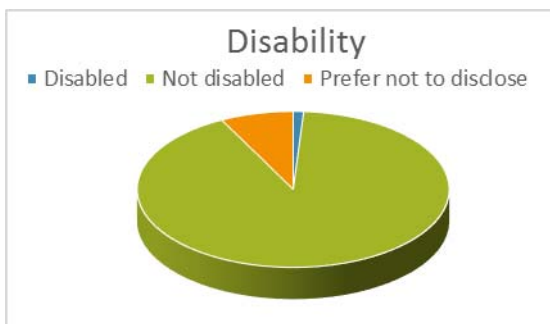
**Age Range**

Just over 67% of CNHC registrants are aged between 41 - 60, with many continuing to choose to train as a complementary health practitioner as a second career.



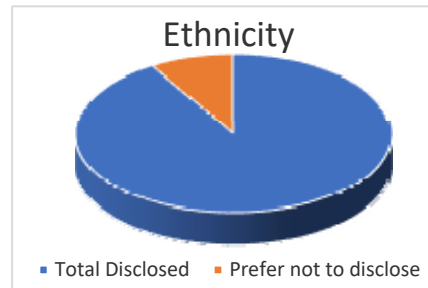
**Disability**

Of the 92% who disclosed, 1% state that they have a disability,



**Ethnicity**

91% of registrants chose to disclose their ethnicity



A very diverse range of ethnic origins were identified and these are outlined in the table below.

Ethnicity	Number
Arab	8
Asian or Asian British Bangladeshi	4
Asian or Asian British Chinese	18
Asian or Asian British Indian	79
Asian or Asian British Pakistani	21
Black or Black British African	17
Black or Black British Caribbean	30
Mixed White & Asian	26
Mixed White and Black African	8
Mixed White and Black Caribbean	15
White British	4317
White Irish	117
Any Other Asian Background	37
Any Other Black Background	3
Any Other Ethnic Group	29
Any Other Mixed Background	38
Any Other White Background	482
Prefer not to disclose	498

### 3. Our key stakeholders

**The Public:** We continue to raise public awareness of our work through our website, our monthly e-newsletter, and through our Facebook and Twitter pages. We also work with organisations who represent the interests of the public, such as consumer and patient organisations who provide information about complementary healthcare to the public. And we liaise closely with cancer and palliative care organisations such as Guy's and St Thomas' NHS Foundation Trust, the Royal Marsden NHS Foundation Trust and centres such as the Sir Robert Ogden Macmillan Cancer Centre, all of whom require their practitioners to be CNHC registered.

**CNHC Profession Specific Boards:** We continue to work with our Profession Specific Boards (PSBs), one for each discipline on the CNHC Register. Each PSB comprises up to four CNHC registered practitioners who advise CNHC's Board on matters concerning the relevant discipline.

**CNHC Verifying Organisations:** In 2016 we worked with 50 verifying organisations that carry out the initial check on whether practitioners are eligible to apply for CNHC registration and we have contact with a wide range of professional associations across the sector. During 2016 we held our two biannual meetings for our verifying organisations where we provided updates on CNHC's activities, and invited questions and feedback about our work.

**Professional Standards Authority for Health and Social Care (PSA):** We enjoy a positive working relationship with PSA and engage on a regular basis to support efforts to raise awareness of the Accredited Registers Programme and our registrants.

### 4. Working with others

CNHC has built up a range of positive relationships with other key organisations. These include:

**Skills for Health**, the Sector Skills Council for Health, which requires CNHC's specific support for any proposals for new National Occupational Standards or regulated qualifications for these occupations.

**Educational Bodies** such as City and Guilds, ITEC and VTCT.

**Scottish Qualifications Authority:** In 2016 CNHC met representatives of the Scottish Qualifications Authority to review Scottish qualifications that meet CNHC's education and training standards.

**Other Health Related Bodies:** CNHC has positive relationships with a range of other health related bodies such as the All-Party Parliamentary Group for Integrated Healthcare, the Research Council for Complementary Medicine and other holders of Accredited Registers.

### 5. Key achievements 2016

#### CNHC registrants and wider public health workforce

CNHC prompted a joint project between Professional Standards Authority and the Royal Society of Public Health in which they are exploring the role that practitioners on Accredited Registers can play in the wider public health workforce. The report is due to be published in the latter part of 2017.

#### Influencing NICE guidelines

Early in 2016 CNHC facilitated coordinated responses by key stakeholders to the National Institute for Health and Care Excellence (NICE) consultations on Guidelines for Supportive and Palliative Care. The unprecedented number of responses received by NICE led to a decision to keep existing guidance in place. Our Facebook post about this result reached 76,000 people.

## **Update to Scottish Government Health Directorate Letter**

Following a meeting between CNHC and Scottish Government officials in December 2015, the Scottish Government updated its Health Directorate Letter (HDL) (2005) 37 about complementary and alternative medicine in March 2016. The revised guidance provides information to all NHS Boards, Special Boards and Health and Social Care Partnerships in Scotland about the Professional Standards Authority's accredited registers programme.

The new guidance (DL (2016) 06) states: "*the Scottish Government recognises that complementary and alternative medicines (CAM) may offer some relief to some people living with a wide variety of long term health conditions.*"

It also makes clear that use of accredited registers such as CNHC's: "*can have a number of benefits for practitioners, patients, contracting organisations and employers; providing reassurance that professionals are subject to a level of appropriate scrutiny.*"

## **Meeting CNHC registrants**

We held meetings with CNHC registrants in London, Harrogate and Edinburgh during 2016. We always value the opportunity to meet our registrants to hear directly about any concerns, challenges and good news stories they want to share.

## **Camexpo Outstanding Achievement Award 2016**

Camexpo awarded its Outstanding Achievement Award to CNHC, the first time that it has been awarded to an organisation, rather than an individual.. This was in recognition of CNHC's role in influencing NICE during its guidelines consultation and our role during 2015 in encouraging the GMC to confirm that doctors can refer to practitioners on Accredited Registers.

## **6. Conclusion**

In conclusion, 2016 was year in which we made real progress in some key areas. It was a year during which we began to make real headway in influencing the wider health agenda. We are proud of the work we do and thank all CNHC registrants for taking the step to Register with us and in doing so to Stand Up for Standards.

**THE COMPLEMENTARY AND NATURAL  
HEALTHCARE COUNCIL**

**Company Number 06643004**

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
31st DECEMBER 2016**



**The Complementary and Natural Healthcare Council**  
**Financial Statements**  
**For the year ended 31 December 2016**

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**The Complementary and Natural Healthcare Council**  
**Directors' Report**  
**For the year ended 31 December 2016**

**Regulatory Information**

<b>Directors</b>	George T Lewith John D Lawrence Laura M Quartermain Lynne Gray Michael S Watson Nicola Bastin Patricia Mowll Sheila M Inglis
<b>Secretary</b>	Magus Secretaries Limited
<b>Registered Office</b>	46-48 East Smithfield London E1W 1AW
<b>Accountants</b>	Magus Chartered Accountants Chartered Accountants 140 Buckingham Palace Road London SW1W 9SA
<b>Bankers</b>	Co-operative Bank plc Specialist Charity Team 4th Floor 9 Prescott Street London E1 8BE  Nationwide Building Society Kings Park Road Moulton Park Northampton NW3 6NW

# The Complementary and Natural Healthcare Council

## Directors' Report

### For the year ended 31 December 2016 (Continued)

The directors present their report and financial statements for the year ended 31 December 2016.

#### Principal activities

The principal activity of the company throughout the year was to establish and maintain a regulatory body for Complementary and Natural Healthcare.

#### Directors

The following directors have held office during the year:

George T Lewith  
John D Lawrence  
Laura M Quartermain  
Lynne Gray  
Michael S Watson  
Nicola Bastin  
Patricia Mowll  
Shaun J F Brookhouse (Resigned 14th January 2017)  
Sheila M Inglis

#### Directors' responsibilities

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**The Complementary and Natural Healthcare Council  
Directors' Report  
For the year ended 31 December 2016 (Continued)**

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the board:



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Michael S Watson  
**Director**

Date: 28 June 2017

## **Accountants' Report to the Members on the preparation of the unaudited Statutory Financial statements of The Complementary and Natural Healthcare Council for the year ended 31 December 2016**

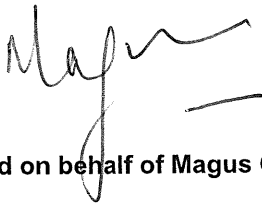
In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the financial statements of Complementary and Natural Healthcare Council for the year ended 31 December 2016 set out on pages 6 to 10 from the company's accounting records and from information and explanations you have given us.

As a practising member firm of the Institute of Chartered Accountants in England and Wales, we are subject to its ethical and other professional requirements which are detailed at <http://www.icaew.com/en/members/regulations-standards-and-guidance/>.

This report is made solely to the Board of Directors of Complementary and Natural Healthcare Council, as a body, in accordance with the terms of our engagement letter dated 24 October 2012. Our work has been undertaken solely to prepare for your approval the financial statements of Complementary and Natural Healthcare Council and state those matters that we have agreed to state to the Board of Directors of Complementary and Natural Healthcare Council, as a body, in this report in accordance with ICAEW Technical Release 07/16 AAF. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Complementary and Natural Healthcare Council and its Board of Directors as a body, for our work or for this report.

It is your duty to ensure that Complementary and Natural Healthcare Council has kept adequate accounting records and to prepare statutory financial statements that give a true and fair view of the assets, liabilities, financial position and profit of Complementary and Natural Healthcare Council. You consider that Complementary and Natural Healthcare Council is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the financial statements of Complementary and Natural Healthcare Council. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory financial statements.



**For and on behalf of Magus Chartered Accountants**

140 Buckingham Palace Road  
London  
SW1W 9SA  
Date: 30/06/2017

**The Complementary and Natural Healthcare Council**  
**Income and Expenditure Account**  
**For the year ended 31st December 2016**

	Notes	Year Ended 31 December 2016 £	Year Ended 31 December 2015 £
<b>Incoming resources</b>			
Registration fees	2	368,841	337,566
		<u>368,841</u>	<u>337,566</u>
<b>Total incoming resources</b>		<u>368,841</u>	<u>337,566</u>
<b>Resources expended</b>			
Professional support activities and administration costs	4 & 5	283,085	286,079
Governance costs	6	9,502	16,788
		<u>292,587</u>	<u>302,867</u>
<b>Total resources expended</b>		<u>292,587</u>	<u>302,867</u>
<b>Net income for the period before taxation</b>	3	<u>76,254</u>	<u>34,699</u>
Taxation	8	-	-
<b>Net income for the period after taxation</b>		<u><u>76,254</u></u>	<u><u>34,699</u></u>
Fund balances brought forward		<u><u>90,336</u></u>	<u><u>55,637</u></u>
Fund balances carried forward		<u><u>166,590</u></u>	<u><u>90,336</u></u>

There are no other recognised gains or losses.

## The Complementary and Natural Healthcare Council

### Balance Sheet as at 31st December 2016

	Note	2016 £	2016 £	2015 £	2015 £
<b>Fixed Assets</b>					
Tangible fixed assets	9		<u>7,952</u>		<u>2,205</u>
			7,952		2,205
<b>Current Assets</b>					
Debtors	10	5,258		10,303	
Cash at bank and in hand		<u>153,176</u>		<u>90,490</u>	
		158,434		100,793	
<b>Creditors: Amounts falling due within one year</b>	11	<u>204</u>		<u>(12,662)</u>	
<b>Net Current Assets</b>			<u>158,638</u>		<u>88,131</u>
<b>Total Net Assets</b>			<u><u>166,590</u></u>		<u><u>90,336</u></u>
 <b>Reserves</b>					
Income and Expenditure account			<u><u>166,590</u></u>		<u><u>90,336</u></u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2016).

Approved and authorised for issue by the Board on  
Signed on their behalf by:

*28 June 2017*



Michael S Watson  
Director

**Company Number 06643004**

# The Complementary and Natural Healthcare Council

## Notes to the Financial Statements

### For the year ended 31 December 2016

#### 1 Accounting Policies

##### Basis of Accounting

The company has taken advantage of the provisions of paragraph 3(3) of schedule 4 of the Companies Act and adopted the Companies Act formats to reflect the nature of the company's activities as a not for profit entity. The financial statements are prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2016).

The company is reliant on initial and annual renewal of registration fee income in order to support the costs of running its activities. The directors have considered management accounts, cash flow projections and budgets for the year 2016 and believe the company will have sufficient resources to meet its liabilities as they fall due and that it is appropriate for the financial statements to be prepared on a going concern basis.

##### Income

Initial and annual renewal of registration fees are allocated to income as received.

##### Expenditure

All expenditure is included on an accruals basis and is recognised when there is a legal or constructive obligation for payment to be made. Governance costs are the costs associated with the strategic direction of the organisation and with meeting regulatory requirements.

##### Tangible Fixed Assets

The company has a capitalisation policy of £500. Any asset of less than £500 in value is expensed immediately in the income and expenditure account. Depreciation is provided to write off the cost of the Fixed Assets over their estimated useful lives at the following annual rates:

Office fixtures and fittings	Straight line over 3 years
Office equipment	Straight line over 3 years

##### Operating leases

Operating lease and rental costs, where substantially all the benefits and risks of ownership remain with the lessor have been charged to expenditure as they arise.

#### 2 Membership Income

	2016	2015
	£	£
Registration Fees	368,839	337,566
Interest Received	2	-
	368,841	337,566

#### 3 Operating Income

	2016	2015
	£	£
Net operating income for the period is stated after charging:		
Depreciation	2,172	3,653
Audit fee - Current year	-	7,500
Directors' remuneration	-	-



**The Complementary and Natural Healthcare Council**  
**Notes to the Financial Statements**  
**For the year ended 31 December 2016 (Continued)**

<b>4 Professional Support/Activities</b>	<b>2016</b> £	<b>2015</b> £
Attendance fees	20,256	5,161
Venue Hire	3,558	2,707
Assessors/Other Fees	315	527
	<u>24,129</u>	<u>8,395</u>
	<u>24,129</u>	<u>8,395</u>
<b>5 Administration Costs</b>	<b>2016</b> £	<b>2015</b> £
Rent and Rates	20,944	25,127
Legal & professional fees	14,248	13,876
Consultants fees	37,140	44,485
Staff costs	129,894	124,795
Staff training and development	-	1,450
Subscription fee	666	793
IT Support & Web development	16,700	12,986
Travel and Subsistence	745	1,734
Marketing & branding	21,128	31,922
Printing, postage and stationery	8,823	8,939
Telephone	534	965
Other office costs	120	823
Insurance	1,060	976
Depreciation	2,172	3,653
Bank Charges	4,782	5,160
	<u>258,956</u>	<u>277,684</u>
	<u>258,956</u>	<u>277,684</u>
<b>6 Governance Costs</b>	<b>2016</b> £	<b>2015</b> £
Travel and Subsistence	4,002	3,288
Audit and accountancy fees	5,500	13,500
Legal and professional fees	-	-
	<u>9,502</u>	<u>16,788</u>
	<u>9,502</u>	<u>16,788</u>

**The Complementary and Natural Healthcare Council**  
**Notes to the Financial Statements**  
**For the year ended 31 December 2016 (Continued)**

<b>7 Staff Costs</b>		<b>2016</b>	<b>2015</b>
		£	£
Gross salaries		113,702	112,382
Social security costs		8,898	10,169
Pension costs		7,294	2,244
		<u>129,894</u>	<u>124,795</u>

**Staff Numbers**

The average number of staff employed by the organisation for the period was 3 (2015:3)

<b>8 Taxation</b>		<b>2016</b>	<b>2015</b>
		£	£
United Kingdom corporation tax on:			
Investment income		-	-
		<u>-</u>	<u>-</u>

**9 Tangible Fixed Assets**

		<b>2016</b>	<b>2015</b>
		£	£
<b>Cost</b>			
As at 1 January 2016			44,867
Additions			7,918
Carried forward at 31st December 2016			<u>52,785</u>
<b>Depreciation</b>			
As at 1 January 2016			42,662
Charge for the year			2,171
Carried forward at 31st December 2016			<u>44,833</u>
<b>Net Book Value</b>			
As at 31st December 2015			<u>2,205</u>
As at 31st December 2016			<u>7,952</u>

<b>10 Debtors</b>		<b>2016</b>	<b>2015</b>
		£	£
Trade Debtors		-	3,855
Prepayments		2,681	3,468
Rent Deposit		2,577	2,980
		<u>5,258</u>	<u>10,303</u>

**The Complementary and Natural Healthcare Council**  
**Notes to the Financial Statements**  
**For the year ended 31 December 2016 (Continued)**

<b>11 Creditors: Amounts falling due within one year</b>	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
Trade creditors	(4,129)	1,796
Social security and other taxes	3,925	2,836
Accruals	-	7,500
Company Credit Card	-	530
	<u>(205)</u>	<u>12,662</u>

**12 Capital Commitments**

Land and buildings are occupied under a license fee which is renewable quarterly at a current commitment of £4,036 per quarter.

**13 Related party transactions**

There were no related party transactions during the year.

**14 Limited Liability**

In the event of a winding up the company is limited by guarantee and has no share capital. In the event of it winding up the liability of each member is limited to £1.

**15 Statement of movements on Reserves**

	<b>£</b>
Balance at 1 January 2016	90,336
Net income for the year	<u>76,254</u>
Balance at 31 December 2016	<u><u>166,590</u></u>