



Complementary & Natural
Healthcare Council

Annual Report

1 January - 31 December 2021

Regulating Complementary Healthcare



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Chair's statement

2021 proved to be another testing year for our Registrants with the continuing COVID-19 pandemic. CNHC endeavoured to keep Registrants updated with the most current information on restrictions on working and government guidance on working safely. I'm proud to say our team have worked hard on this liaising with government departments and issuing updates and the large majority of our Registrants have congratulated CNHC on our efforts.

With our health system under relentless pressure, CNHC Registrants play a vital role in supporting the public's health and wellbeing – helping with health issues such as obesity, smoking cessation, pain relief and mental health. 2021 saw CNHC's Accredited Register continue to grow, and I thank our Registrants for remaining with us and continuing to Stand Up for Standards. Seeking to be voluntarily regulated assures the public that you are properly qualified, insured, and are following high standards of practice.

Key achievements for CNHC this year included adding the discipline of Kinesiology to our Accredited Register, and publishing core curricula for Craniosacral Therapy and Yoga Therapy

Finally, the CNHC Board once again takes this opportunity to thank CNHC's staff for all their hard work over the year in keeping CNHC open for business – growing our Accredited Register, helping Registrants with their queries, and continuously working to protect the public.

Iain McInnes, Chair



1. Our purpose

CNHC is the independent UK regulator of complementary health practitioners. It was set up in 2008 with government funding and support to protect the public. We have been self-financing since 2010.

CNHC's key purpose is to protect the public and enable proper public accountability of the complementary therapists that it registers.

2. About us

What we do

CNHC holds a UK-wide Accredited Register of complementary health practitioners who have met UK standards for safe and competent practice. We set the standards that practitioners need to meet to get onto and then stay on the register. CNHC's Register is accredited by the Professional Standards Authority for Health and Social Care (PSA), an independent body accountable to the UK Parliament.

As the holder of an Accredited Register, we have met the PSA's robust requirements for governance, setting standards, education and training, risk management, complaints and concerns. We investigate concerns about our Registrants and our procedures mirror, as far as practicable, the procedures of the UK statutory healthcare regulators.

CNHC also makes the case to government and a wide range of organisations for the wider use of complementary healthcare to enhance the UK's health and wellbeing. We raise awareness and seek to influence local and national policy wherever possible to increase access to the different types of therapies we register.

Our values

CNHC is committed to demonstration of the following values in all its work:

1. To respect the principles of equality and diversity.
2. To be professional and strive for excellence.
3. To take pride in delivering quality and value for money.
4. To be accessible to all who meet, or seek to meet our standards.
5. To apply the principles of better regulation.
 - proportionality
 - accountability
 - consistency
 - transparency
 - targeted.
6. To apply good employment practice.

3. Our aspirations

In the public interest we will continue to strive for progress towards the integration of complementary and mainstream medicine through our membership of:

- National Institute for Health and Care Excellence (NICE) Shared Decision-Making Collaborative.
- Research Council for Complementary Medicine.
- Integrated Healthcare Collaborative.
- College of Medicine.

We continue to explore how best to stimulate the systematic, widespread use and analysis of Patient Reported Outcome Measures (PROMs) by CNHC Registrants, as an important source of acceptable evidence of the contribution they make to the health and wellbeing of the nation.

We supported the European Congress for Integrated Medicine (ECIM) which was postponed from 2020 due to the COVID-19 pandemic and took place on 4-7 November 2021 as an online event. CNHC ran a digital exhibition booth at the Congress.

4. Strategic objectives

All our work and activities are designed to achieve CNHC's key purpose through the delivery of the following strategic objectives:

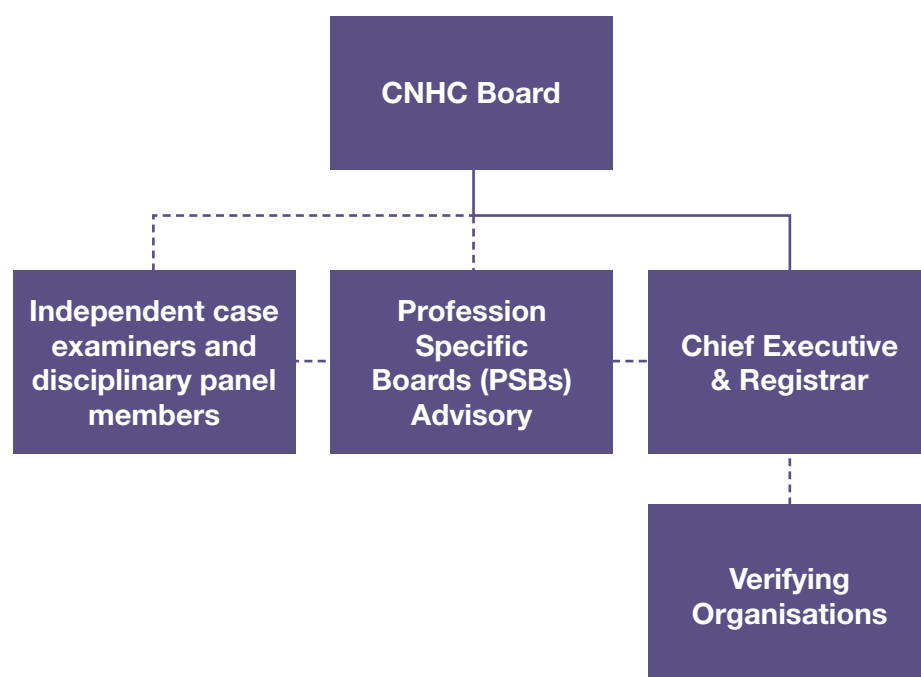
1. Ensure CNHC Registrants continue to be provided with clear and comprehensive advice in relation to the COVID-19 legislation that applies to England, Northern Ireland, Scotland and Wales.
2. Ensure all CNHC Registrants in the following categories confirm they comply with the relevant legislation to work in the UK: non-UK nationals resident in the UK and all those with non-UK addresses.
3. Ensure the public can have confidence that CNHC Registrants provide a good standard of care.
4. Raise and maintain awareness of CNHC's standards and public protection role through effective engagement and communication with all stakeholders.
5. Ensure organisation structure is fit for purpose and appropriate quality assurance processes are in place.
6. Continue to increase the number of Registrants.
7. Ensure all complaints against Registrants are dealt with promptly, fairly and cost effectively and that all learning points for CNHC and Registrants are implemented.
8. Ensure the Register database is fit for purpose in terms of its structure and utility and that appropriate arrangements are in place to safeguard the database and all other electronic records.
9. Ensure CNHC complies with all relevant legislation.

5. Governance framework

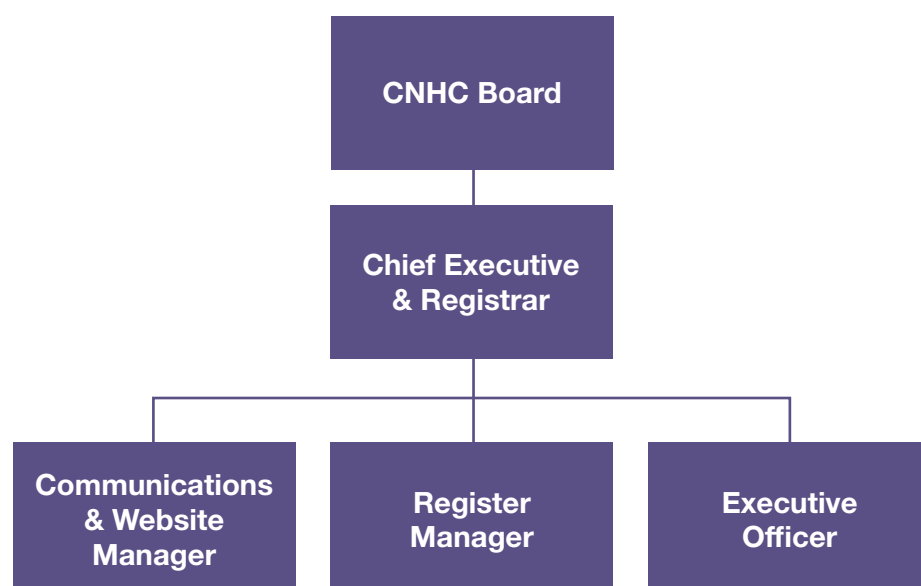
The nature of CNHC's working relationship with key partners within the complementary and natural healthcare sector is a key element of our governance structure, as illustrated below.

The process of verification of eligibility for CNHC registration has been quality assured and the organisations involved have been asked to enter into a Memorandum of Understanding with CNHC.

Governance structure



Organisation structure



6. Key achievements

- While all staff were working from home, we remained 'open for business' including being available by telephone.
- Continued to publish and continuously update comprehensive advice on following Government guidance on working safely during the coronavirus pandemic.
- Kept Registrants up to date via email with information regarding the pandemic and restrictions on working. A total of 10 targeted emails were sent to Registrants during 2021
- Opened the Register to Kinesiology
- Published core curricula for Craniosacral Therapy and Yoga Therapy, bringing the total to 16.
- Achieved renewal of our PSA accreditation without any Conditions or Recommendations.

7. Dealing with concerns

- During 2021, CNHC received three complaints against Registrants. One was resolved informally and in the other two cases, the decision of the independent Case Examiners was that there was no case to answer.

8. Registration

In 2021 we registered practitioners from the 18 therapies listed below:

Alexander Technique Teaching * Aromatherapy * Bowen Therapy * Colon Hydrotherapy * Craniosacral Therapy * Healing * Hypnotherapy * Kinesiology * Massage Therapy * Microsystems Acupuncture * Naturopathy * Nutritional Therapy * Reflexology * Reiki * Shiatsu * Sports Massage * Sports Therapy * Yoga Therapy.

All CNHC Registrants have agreed to be bound by the highest standards of conduct and have registered voluntarily. All of them have met the standards for safe and competent practice and are fully insured to practise. CNHC Registrants work in private practice, the NHS and a range of other health and care settings.

To be eligible to register with CNHC practitioners must meet the following criteria:

- have undertaken a programme of education and training which meets, as a minimum, the relevant National Occupational Standards and the core curriculum for the discipline concerned. Courses delivered entirely by distance or online learning do not meet CNHC requirements, or
- have achieved competency to the level of the National Occupational Standards for the discipline concerned by means of relevant experience of at least three years and relevant training has been assessed as having met those standards.

Practitioners also have to declare that:

- they have the right to work in the UK
- they do not have any unspent convictions or have notified CNHC of any such record for consideration by the Registrar prior to acceptance
- there are no health issues that have an impact on their ability to practise.
- they have not been the subject of any disciplinary or civil proceedings against them in relation to their practice or have notified CNHC of any such proceedings for consideration by the Registrar prior to acceptance
- they have current professional indemnity insurance to practise in the UK and there have been no successful claims against their insurance
- they will respond to any request from CNHC for evidence of professional indemnity insurance and CPD activities.

Any false declarations identified will result in removal from the CNHC Register.

Practitioners are also required to comply with the following:

- CNHC's Code of Conduct, Ethics and Performance
- CNHC's Continuing Professional Development (CPD) Policy
- Policy to provide copies of insurance certificate and CPD log
- CNHC's Data Protection Policy
- Terms of use of the CNHC Quality Mark.

Public check and search function

The Register is available online and the public can search for registered practitioners in their area by town or postcode. The public can also check whether their current practitioner is registered by searching their name.

Financial Statements for the Financial Year 1 January to 31 December 2021

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Regulatory Information

Directors

Ann Katherine Godsell
Earle Derek Abrahamson
Iain Geoffrey McInnes
Jennifer Mary Hill
Kevin John Barron
Lynsey Claire Metcalfe
Michael S Watson
Philip Rose-Neil
Sarah Grant
Susan Margaret Spurr
Tara Willmott
Teija Sinikka Barr

Secretary

Magus Secretaries Limited

Registered Office

134 Buckingham Palace Road
London
SW1W 9SA

Accountants

Magus Chartered Accountants
134 Buckingham Palace Road
London
SW1W 9SA

Bankers

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

Report of the Directors

The directors present their report and financial statements for the year ended 31 December 2021.

Principal activities

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

The following directors have held office during the year:

Ann Katherine Godsell (Appointed 01 May 2021)

Earle Derek Abrahamson

Iain Geoffrey Mcinnes

Jennifer Mary Hill (Appointed 01 May 2021)

Kevin John Barron (Appointed 01 May 2021)

Lynsey Claire Metcalfe (Appointed 01 May 2021)

Michael S Watson (Resigned 30 April 2021)

Philip Rose-Neil

Sarah Grant

Susan Margaret Spurr

Tara Willmott

Teija Sinikka Barr (Appointed 01 May 2021)

Directors' responsibilities

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

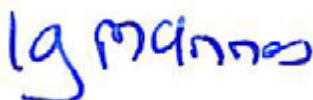
Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). 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.

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:



Iain Geoffrey McInnes, Director

Date: 28 April 2022

Report of the Accountants

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 2021

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 2021 set out on pages 17 to 23 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 of 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
134 Buckingham Palace Road
London SW1W 9SA

Date: 4 May 2022

Income and Expenditure Account

For the year ended 31 December 2021

	Notes	Year Ended 31 December 2021	Year Ended 31 December 2020
		£	£
Incoming resources			
Registration fees	2	456,446	454,476
Interest received		-	105
Other Income		-	19,124
Total incoming resources		456,446	473,705
Resources expended			
Professional support activities and administration costs	4 & 5	381,914	406,343
Governance costs	6	7,181	7,430
Total resources expended		389,095	413,773
Net income/(deficit) for the period before taxation		67,351	59,932
Taxation	8	-	(20)
Net income/(deficit) for the period after taxation		67,351	59,912
Fund balances brought forward		197,950	138,038
Fund balances carried forward		265,301	197,950

There are no other recognised gains or losses.

Balance Sheet as at 31 December 2021

	Notes	2021	2021	2020	2020
		£	£	£	£
Fixed Assets					
Tangible Fixed Assets	9		64,331		37,436
Current Assets					
Debtors	10	234		4,464	
Cash at bank and in hand		222,331		165,614	
		222,565		170,078	
Creditors: Amounts falling due within one year					
	11	(21,595)		(9,564)	
Net Current Assets					
			200,970		160,514
Total Net Assets			265,301		197,950
Reserves					
Income and Expenditure account			265,301		197,950

For the year ended 31 December 2021 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year ended 31 December 2021 in accordance with section 476 of the Companies Act 2006.

The members acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

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:



Iain Geoffrey McInnes, Director

Company Number 06643004

Notes to the Financial Statements

For the year ended 31 December 2021

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 2021 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
Website	Straight line over 3 years
Data Register	Straight line over 10 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

	2021	2020
	£	£
Registration Fees	456,446	454,476
Interest Received	-	105
Other Income	-	19,124
	456,446	473,705

3. Operating Income

	2021	2020
	£	£
Net operating income for the period is stated after charging:		
Depreciation	8,923	6,464

4. Professional Support/Activities

	2021	2020
	£	£
Attendance fees	2,490	891
Venue Hire	1,419	1,966
Assessors/Other Fees	407	1,639
	4,315	4,496

5. Administration Costs

	2021	2020
	£	£
Rent and Rates	15,800	26,803
Legal & professional fees	57,730	48,780
Consultants fees	1,050	4,725
Staff costs	230,642	255,102
Subscription fee	1,258	2,561
IT Support & Web development	29,457	24,457
Travel and Subsistence	487	-
Marketing & branding	16,245	14,969
Printing, postage and stationery	2,012	3,789
Telephone	1,950	1,155
Other office costs	384	1,777
Insurance	2,147	2,358
Depreciation	8,923	6,464
Bank Charges	9,512	8,907
	377,598	401,847

6. Governance Costs

	2021	2020
	£	£
Travel and Subsistence	1,037	1,236
Audit and accountancy fees	6,144	6,194
Legal and professional fees	-	-
	7,181	7,430

7. Staff Costs

	2021	2020
	£	£
Gross salaries	205,123	226,313
Social security costs	19,275	19,174
Pension costs	6,244	9,856
	230,642	255,343

Staff Numbers

The average number of staff employed by the organisation for the period was 4 (2020:4)

8. Taxation

	2021	2020
	£	£
United Kingdom corporation tax at 19% on investment income	-	111
	-	111

9. Tangible Fixed Assets

	Fixtures Fittings and equipment
	£
Cost	
As at 1 January 2021	104,518
Additions	35,818
Carried forward at 31st December 2021	140,336
Depreciation	
As at 1 January 2021	67,083
Charge for the year	8,923
Carried forward at 31st December 2021	76,005
Net Book Value	
As at 31st December 2020	37,436
As at 31st December 2021	64,331

10. Debtors

	2021	2020
	£	£
Prepayments	195	744
Rent Deposit	39	3,720
	234	4,464

11. Creditors: Amounts falling due within one year

	2021	2020
	£	£
Trade creditors	12,976	1,881
Social security and other taxes	7,663	6,633
Pension Fund	333	333
Company Credit Card	511	606
Corporation Tax	111	111
	21,595	9,564

12. Capital Commitments

Land and buildings are occupied under a license fee which is renewable annually at a current cost of £27,000. However, the Board of Directors decided not to renew the lease of rental office at 46-48 East Smithfield.

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

	£
Balance at 1 January 2021	197,950
Net Income for the year	67,351
Balance at 31 December 2021	265,301

About CNHC

The Complementary & Natural Healthcare Council (CNHC) was set up in 2008 with government support to protect the public by providing a UK voluntary register of complementary health practitioners. CNHC's register has been approved as an Accredited Register by the Professional Standards Authority for Health and Social Care, a body accountable to Parliament.

All practitioners on our Accredited Register have met UK-wide standards and abide by our Code of Conduct, Ethics and Performance.

All CNHC Registrants are entitled to use the CNHC quality mark – the public's guarantee of standards.



www.cnhc.org.uk

