

CNHC

Complementary & Natural
Healthcare Council

Strategic Objectives

JANUARY – DECEMBER 2017

CNHC
Strategic
Objectives
2017

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CNH Strategic Objectives 2017

1 Introduction

- 1.1. These strategic objectives cover the Complementary and Natural Healthcare Council's (CNHC's) ninth year of operation, January to December 2017.
- 1.2. The Board accepts its responsibility for the success or otherwise of the organisation, is fully aware of the consequences of not achieving its strategic objectives and will make every effort to ensure that they are achieved.

2 Key purpose

- 2.1. The key purpose of CNHC is to act in the public interest and enable proper public accountability of the healthcare practitioners that it registers.

3 Strategic objectives: all work and activities are designed to achieve CNHC's key purpose through the delivery of the following strategic objectives.

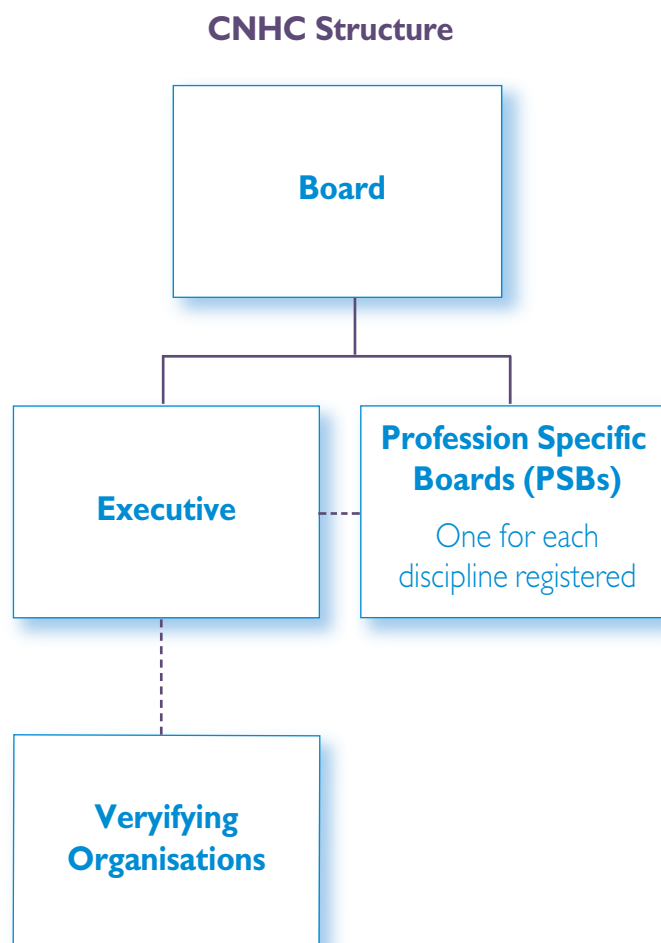
- 3.1. Ensure the public can have confidence that CNHC registrants provide a good standard of care.
- 3.2. Raise and maintain awareness of CNHC's standards and public protection role through effective engagement and communication with all stakeholders.
- 3.3. Ensure organisation structure is fit for purpose and appropriate quality assurance processes are in place.
- 3.4. Ensure all complaints against registrants are dealt with promptly, fairly and cost effectively and that all learning points for CNHC and registrants are implemented.
- 3.5. 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.

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

- 4.1. To respect the principles of equality and diversity
- 4.2. To be professional and strive for excellence
- 4.3. To take pride in delivering quality and value for money
- 4.4. To be accessible to all who meet, or seek to meet our standards
- 4.5. To apply the principles of better regulation
 - > proportionality
 - > accountability
 - > consistency
 - > transparency
 - > targeted
- 4.6. To apply good employment practice

5 Structure

- 5.1. The nature of CNHC's working relationship with key partners within the complementary and natural healthcare sector results in what might best be termed a disaggregated infrastructure, 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.



CNHC also has a pool of appropriately trained and experienced individuals from which it draws Case Examiners, members of the Investigating Committee, Conduct and Competence Panel and Health Panel.

6 Key achievements in 2016

- 6.1 Prompted the joint project between the PSA 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.
- 6.2 Facilitated coordinated responses by key stakeholders to NICE consultations on Guidelines for Supportive and Palliative Care and Low Back Pain and Sciatica, with positive outcomes for the use of some complementary therapies. Our facebook posts about the outcomes of these consultations reached 76,000 and 97,000 people respectively.
- 6.3 Secured renewal of accreditation by PSA, including agreement that in the interests of fairness, proportionality and cost effectiveness, CNHC could make a number of changes to its Detailed Procedures for Dealing with Complaints.
- 6.4 Submitted successful Notice of Change to PSA to open a new category on the Register for Sports Massage.
- 6.5 Exceeded income forecasts, for new registrations and renewals.
- 6.6 Received the CamExpo 'Outstanding Achievement' award.

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