

CNHC

Complementary & Natural
Healthcare Council

Strategic Objectives

JANUARY – DECEMBER 2018

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Strategic
Objectives
2018

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CNH Strategic Objectives 2018

1 Introduction

- 1.1. These strategic objectives cover the Complementary and Natural Healthcare Council's (CNHC's) tenth year of operation, January to December 2018.
- 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.

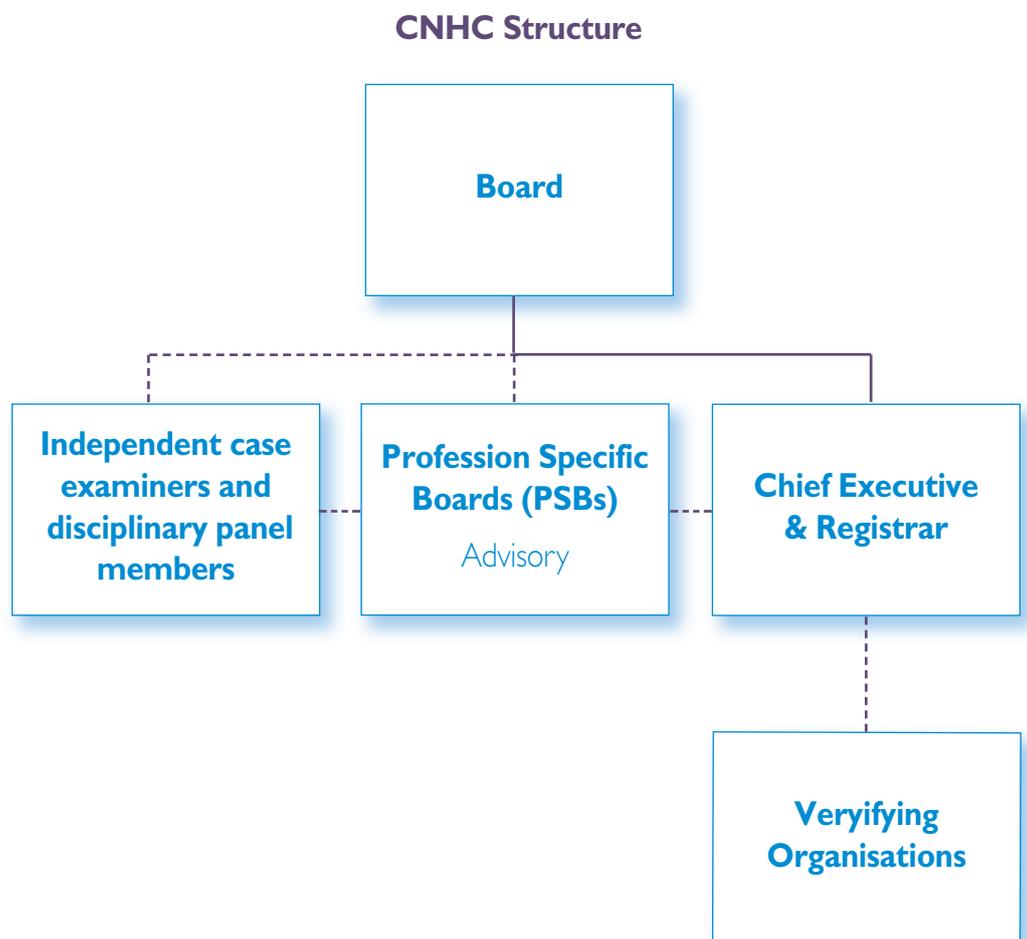
- 3.1. Ensure the public can have confidence that CNHC registrants provide a good standard of care.
- 3.2. Raise and maintain awareness of CNHC's standards and public protection role through effective engagement and communication with all stakeholders.
- 3.3. Ensure organisation structure is fit for 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.



6 Key achievements in 2017

- 6.1 In May 2017 CNHC provided a robust response to the Charity Commission consultation on complementary and alternative medicine. CNHC also facilitated responses from a significant number of organisations that provide access to complementary therapies.
- 6.2 At the October launch of the New Statesman Health Spotlight, which included an article by CNHC Chief Executive, senior representatives of five major Cancer Centres agreed to be videoed to explain the importance of CNHC registration for their relevant employees and volunteers.
- 6.3 CNHC was the only one of 23 Accredited Registers to be directly quoted in the joint report by the Professional Standards Authority (PSA) and the Royal Society for Public Health (RSPH) on the role that practitioners on Accredited Registers should play in the wider public health workforce.
- 6.4 CNHC publicised the report across the complementary health sector plus to a wide range of organisations and policy makers across health and care. These included the leads for public health and politicians in England, Scotland, Northern Ireland and Wales, the Charity Commission and hospices and cancer centres that provide access to complementary therapies.
- 6.5 Secured renewal of accreditation by PSA, without any learning points, instructions or conditions.
- 6.6 Reviewed and revised the procedure for dealing with complaints against members of CNHC Board and Profession Specific Boards.
- 6.7 Submitted successful Notice of Change to PSA to open a new category on the Register for Colon Hydrotherapy.
- 6.8 Published four core curricula that meet the requirements of the CNHC Policy Template.
- 6.9 Commissioned and implemented total redesign of CNHC website, which is now device friendly.

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