

Annual Report

I JANUARY - 31 DECEMBER 2018

Helping transform the nation's health and wellbeing

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Chair's Statement

2018 was a milestone year for CNHC as we celebrated 10 years since the company was formed. It also marked my third year as CNHC Chair. Back in 2008, CNHC launched with government funding and support and we are now a self-sustaining not-for-profit organisation. Our registrants make it known that they are willing to be held accountable for the healthcare they provide, as registering with us is voluntary. Throughout these years our purpose and strategic objectives have remained focussed on public protection and we are pleased with our progress, but there is still more work to be done.

This year we continued our focus on Standing Up for Standards by utilising different tactics to help us achieve our strategic objectives. We also continued our efforts to achieve further integration of complementary healthcare and mainstream medicine. In early 2018, we updated our Privacy Policy, Record Retention Schedule and Data Protection Policy in line with the new General Data Protection Regulation (GDPR) guidelines.

As highlighted in Section 6 – Key Achievements, we increased the number of consumer and healthcare events we attended and / or exhibited at and published 10 new blogs from CNHC registrants. We also opened a new category on our register – Colon Hydrotherapy, contributed to the first published report by the All-Party Parliamentary Group for Integrated Healthcare (APPGIH) and participated in the National Institute for Health and Care Excellence (NICE) Shared Decision Making Collaborative meetings. These are just a few of our achievements, all of which are covered in Section 6.

A key aim is to raise awareness of CNHC and the disciplines we register. We work hard to ensure this message is loud and clear to the healthcare sector and members of the public. This year we more than doubled our Local Champions network, who helped us immensely in this effort.

On behalf of the CNHC Board, I would like to thank all CNHC registrants for their continued commitment to standards and professionalism. In particular, I applaud members of CNHC's Profession Specific Boards who contributed to several core curricula and provided their expert advice as needed. I am also grateful to our pool of panel members who make their independent decisions when considering and determining complaints against CNHC registrants. They are a key part of our governance structure.

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

I look forward to another productive year in 2019.

Michael Watson CNHC Chair June 2019

I 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.

CNHC's key purpose is to act in the public interest 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. We set the standards that practitioners need to meet to get onto and then stay on the register. CNHC's Accredited Register is approved by the Professional Standards Authority (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 demonstrating the following values in its work:

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

3 CNHC's Aspirations

In the public interest we will continue to strive for progress towards the integration of complementary and mainstream medicine. Throughout 2019 we will 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.

4 Strategic Objectives

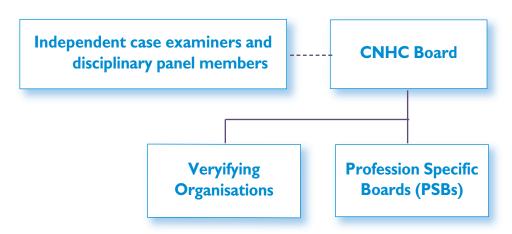
All our work and activities are designed to achieve CNHC's key purpose through the delivery of the following strategic objectives.

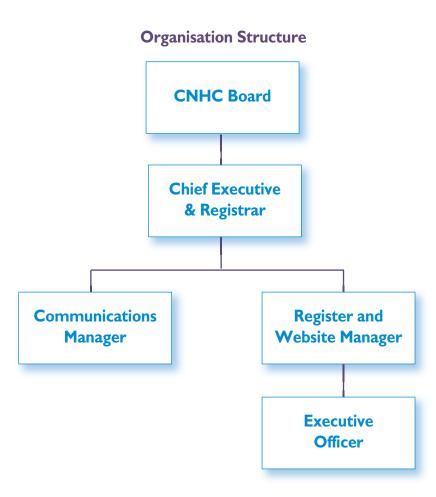
- a. Ensure the public can have confidence that CNHC registrants provide a good standard of care.
- b. Raise and maintain awareness of CNHC's standards and public protection role through effective engagement and communication with all stakeholders.
- c. Ensure the organisation's structure is fit for purpose and appropriate quality assurance processes are in place.
- d. Ensure all complaints against registrants are dealt with promptly, fairly and cost effectively and that all learning points for CNHC and registrants are implemented.
- e. Ensure the Register database is fit for purpose in terms of its structure, utility and that appropriate arrangements are in place to safeguard the database and all other electronic records.
- f. 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





6 Key Achievements

CNHC's key achievements in 2018 included the following:

- a. Ensured that the All-Party Parliamentary Group for Integrated Healthcare (APPGIH) report 'Putting the Pieces Together' included the following recommendations:
 - > Extending access to NHS Personal Health Budgets to include more patients with long-term and chronic conditions
 - > Urging NICE to consider MYMOP, MYCaW and other patient reported outcome measures (PROMs), following the recent ruling by the Charity Commission
 - > Initiating government run NHS pilot projects to look at non-traditional ways of treating patients with long-term and chronic conditions
- b. Participated in several meetings of the National Institute for Health and Care Excellence (NICE) Shared Decision Making Collaborative.
- c. Doubled our network of Local Champions who help us raise awareness of CNHC, voluntary regulation and the Accredited Register scheme.
- d. Secured agreement from the Professional Standards Authority (PSA) for CNHC'S Chief Executive and Registrar to produce the first draft of a UK-wide Consensus Statement about the contribution of the role of Accredited Register practitioners in the wider health workforce.
- e. Secured renewal of accreditation by PSA, without any learning points, instructions or conditions.
- f. Reviewed and revised CNHC's Privacy Notice, Record Retention Schedule and Data Protection Policy as required by the General Data Protection Regulation 2018 (GDPR).
- g. Published 10 new blogs on our website, highlighting the work of CNHC registrants in a wide range of environments.
- h. Encouraged CNHC registrants to apply for the 2018 Complementary Therapy Awards, and all nominated CNHC registrants received recognition as winners or finalists across 5 of the 8 award categories.
- i. Submitted a successful Notice of Change to PSA to open a new category on the Register for Sports Massage.
- j. Attended and/or exhibited at 10 health-related events attended by healthcare professionals and/or the public.
- k. Published an additional three core curricula that meet the requirements of the CNHC Policy Template.
- I. Awarded Enhanced Certification for CNHC's website security by Cyber Essentials Plus.

7 Dealing with Concerns

During 2018, CNHC received 10 complaints against registrants, compared with nine received in 2017. Both figures represent a very tiny percentage of the total number of registrants at less than .001%. Of the 10 received in 2018, one was refused because it did not come within our remit. Of the remaining 9 complaints, four were against Nutritional Therapists, three were against Hypnotherapists and two were against Massage Therapists. Details are as follows:

- I. Nutritional Therapist complaint was resolved informally when the client received the requested refund of the cost for an initial consultation, no other issues were identified.
- 2. Nutritional Therapist was alleged to have failed to identify the need for appropriate further investigations and treatment. The Case Examiners decided there was no case to answer.
- 3. Nutritional Therapist was alleged to have failed to apply appropriate care to a client. The case was referred for hearing by the Conduct and Competence Panel, who dismissed it.
- 4. Nutritional Therapist recommended to a client that she purchase dietary supplements from a particular on-line retailer. The Registrant had an arrangement whereby she would receive a 15% commission on sales from that on-line retailer. The Registrant did not mention this commission arrangement to the client. The case was referred for hearing by the Conduct and Competence Panel. The facts were found proved, but there was no finding of misconduct.
- 5. Hypnotherapist was alleged to have failed to give clear guidance regarding the cost of treatment and to have failed to act with politeness and consideration towards a client. The Case Examiners decided there was no case to answer.
- 6. Hypnotherapist was alleged to have sent an email to a client that was likely to have caused offence. The Case Examiners issued a warning.
- 7. Hypnotherapist was alleged to have failed to give a client accurate, relevant and clear information and to have failed to maintain proper client records. The case was referred for hearing by the Conduct and Competence Panel. The facts were found provided but there was no finding of misconduct.
- 8. Massage Therapist was alleged to have failed to demonstrate the necessary standard of professional performance and to have failed to act with politeness and consideration towards a client. The Case Examiners issued a warning.
- 9. Massage Therapist was alleged to have failed to apply appropriate care to a client, failed to recognise and work within the limits of their knowledge and skill, and failed to identify the need for further investigations and treatment. The case was referred for hearing by the Conduct and Competence Panel. The facts were found proved but there was no finding of misconduct.

8 Registration

In 2018 we registered practitioners from the 16 therapies listed below.

Therapies on the CNHC Register

- * Alexander Technique teaching
- * Bowen therapy
- * Craniosacral therapy
- * Hypnotherapy
- * Microsystems acupuncture
- * Nutritional therapy
- * Reiki
- * Sports therapy

- * Aromatherapy
- * Colon Hydrotherapy
- * Healing
- * Massage therapy
- * Naturopathy
- * Reflexology
- * Shiatsu
- 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 on-line 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 do not have a criminal record (including cautions), 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

Random Sampling

Each year CNHC requires a random sample of 5% of registrants to provide a copy of their completed CPD log and professional indemnity insurance certificate. In 2018, as in previous years, the vast majority of the sample had completed significantly more hours of CPD than CNHC's minimum requirements. The logs included some excellent examples of how registrants had applied their learning to the benefit of their clients and the wider public. One practitioner was removed from the Register for failure to provide the required documentation, despite several requests.

Registration Numbers

Registration numbers have increased over the last year and we currently have 6,234 practitioners on the CNHC Register (as at 30 May 2019). The highest numbers of registrants are in the categories of hypnotherapy, nutritional therapy, massage therapy and reflexology.

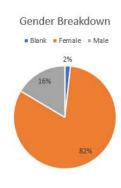
Public Check and Search Function

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. Over 51,000 searches were made during 2018 and by the end of 2018 over 472,000 searches had been made since the register opened in January 2009.

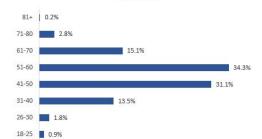
CNHC Registrant Statistics

Gender Breakdown

82% of CNHC registered practitioners are women, 16% are men and 2% chose not to disclose or identify their gender.



Age Range

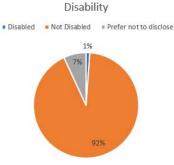


Age Range

65% 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 93% who disclosed, 1% state that they have a disability.

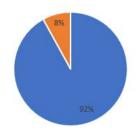


Ethnicity Total disclosed Prefer not to disclose

Ethnicity

92% 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	QUANTITY
Arab	10
Asian or Asian British Bangladeshi	4
Asian or Asian British Chinese	26
Asian or Asian British Indian	110
Asian or Asian British Pakistani	24
Black or Black British African	21
Black or Black British Caribbean	36
Mixed White & Asian	37
Mixed White and Black African	7
Mixed White and Black Caribbean	25
White British	4557
White Gypsy or Irish Traveller	1
White Irish	141
Any Other Asian Background	49
Any Other Black Background	4
Any Other Ethnic Group	34
Any Other Mixed Background	49
Any Other White Background	586
Prefer not to disclose	522

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31st DECEMBER 2018

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The Complementary and Natural Healthcare Council Directors' Report For the year ended 31 December 2018

Regulatory Information

Directors

Beatrice Jeanne Teuten

Denzil Johnson

Jane Catherine Nodder

Lynne Gray

Meghan Sealey Mari Michael S Watson Sarah Grant Sheila M Inglis Tara Willmott

Secretary Magus Secretaries Limited

Registered Office 46-48 East Smithfield

London E1W 1AW

Accountants Magus Chartered Accountants

Chartered Accountants

140 Buckingham Palace Road

London SW1W 9SA

Bankers Co-operative Bank plc

Specialist Charity Team

4th Floor

9 Prescot 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 2018 (Continued)

The directors present their report and financial statements for the year ended 31 December 2018.

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:

Beatrice Jeanne Teuten

Denzil Johnson (Appointed 24 October 2018)
Jane Catherine Nodder (Appointed 01 August 2018)
Laura M Quartermain (Resigned 27 September 2018)

Lynne Gray

Meghan Sealey Mari Michael S Watson

Nicola Bastin (Resigned 27 March 2018)
Patricia Mowll (Resigned 25 July 2018)

Sarah Grant Sheila M Inglis

Tara Willmott (Appointed 24 October 2018)

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.

Director

The Complementary and Natural Healthcare Council Directors' Report For the year ended 31 December 2018 (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:	Date:
Mollalin	lk APNU 2019
Michael S Watson	

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 2018

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 2017 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

SW1W 9SA Date: 26 | 04 | 2019

The Complementary and Natural Healthcare Council Income and Expenditure Account For the year ended 31 December 2018

	Notes	Year Ended 31 December 2018 £	Year Ended 31 December 2017 £
Incoming resources			
Registration fees Interest received	. 2	425,945 1,500	389,590
Total incoming resources		427,445	389,590
Resources expended			
Professional support activities and administration costs	4 & 5	453,332	325,775
Governance costs	6	13,575	13,495
Total resources expended		466,907	339,270
Net income/(deficit) for the period before taxation	3	(39,462)	50,320
Taxation	8	(285)	
Net income/(deficit) for the period after taxation		(39,747)	50,320
Fund balances brought forward		216,910	166,590
Fund balances carried forward		177,163	216,910

There are no other recognised gains or losses.

The Complementary and Natural Healthcare Council Balance Sheet as at 31 December 2018

	Note	2018 £	2018 £	2017 £	2017 £
Fixed Assets Tangible fixed assets	9		8,110		8,808
	·	•	8,110		8,808
Current Assets Debtors -Cash-at-bank-and-in-hand	10	6,179 185,36 <u>4</u>		5,273 209,269	
	•	191,544		214,542	
Creditors: Amounts falling due within one year	11	(22,490)		(6,440)	
Net Current Assets			169,053		208,102
Total Net Assets		=	177,163	ŕ	216,910
Reserves					
Income and Expenditure account		=	<u>177,163</u>		216,910

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:

undation.

Michael S Watson Director

Company Number 06643004

The Complementary and Natural Healthcare Council Notes to the Financial Statements For the year ended 31 December 2018

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 2018 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
Office equipment
Straight line over 3 years
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.

2018 £	2017 £
425,945 1,500	389,590
427,445	389,590
2018 £	2016 £
-	_
4,959	4,319
	£ 425,945 1,500 427,445 2018 £

The Complementary and Natural Healthcare Council Notes to the Financial Statements For the year ended 31 December 2018 (Continued)

4 Professional Support/Activities 2018 £	2017 £
Attendance fees 7,310	5,010
Venue Hire 4,258	2,513
Assessors/Other Fees 3,031	420
14,599	7,944
5 Administration Costs 2018	2017
£	£
Rent and Rates 25,122	20,964
Legal & professional fees 84,324	37,436
Consultants fees 9,010	22,200
Staff costs 230,788	163,215
Subscription fee 827	448
IT Support & Web development 18,258	15,174
Travel and Subsistence 1,373	1,016
Marketing & branding 44,183	38,243
Printing, postage and stationery 11,271	6,483
Telephone 176	181
Other office costs 431	693
Insurance 1,234	1,367
Depreciation 4,959 Bank Charges 6,776	4,319 6,092
Balik Gliaiges 0,770	0,092
438,733	317,831
6 Governance Costs 2018	2017
£	£
Travel and Subsistence 7,431	6,357
Audit and accountancy fees 6,144	7,138
Legal and professional fees -	-
13,575	13,495

Prepayments Rent Deposit

The Complementary and Natural Healthcare Council Notes to the Financial Statements For the year ended 31 December 2018 (Continued)

7	Staff Costs	2018 £	2017 £
	Gross salaries Social security costs Pension costs	198,455 19,771 7,798	143,402 13,135 5,163
		226,024	161,699
	Staff Numbers The average number of staff employed by the organ	isation for the period was 4 (20	017:4)
8	Taxation	2018 £	2017 £
	United Kingdom corporation tax at 19% on		
	Investment income	285	<u> </u>
		285	<u> </u>
9	Tangible Fixed Assets		Fixtures Fittings and equipment
	Cost As at 1 January 2018		£ 57,961
	Additions		4,261
	Carried forward at 31st December 2018		62,222
	Depreciation As at 1 January 2018		49,154
	Charge for the year		4,959
	Carried forward at 31st December 2018		54,113
	Net Book Value As at 31st December 2017		8,807
	As at 31st December 2018		8,110
10	Debtors	2018 £	2017 £
	D .	0.570	0.005

2,579

3,600

6,179

2,695

2,5775,273

The Complementary and Natural Healthcare Council Notes to the Financial Statements For the year ended 31 December 2018 (Continued)

11	Creditors: Amounts falling due within one year	2018 £	2017 £
	Trade creditors	15,395	1,070
	Social security and other taxes	6,604	5,213
	Company Credit Card	207	157
	Corporation Tax	285	
		22,490	6,440

12 Capital Commitments

Land and buildings are occupied under a license fee which is renewable quarterly at a current commitment of £5,400 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	£
	Balance at 1 January 2018 Net deficit for the year	216,910 (39,747)
	Balance at 31 December 2018	177,163

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www.cnhc.org.uk

