

Date of meeting:	16 July 2025	VENUE: School of Philosophy and Economic Science, 11-13 Mandeville Place, London W1U 3A
Time of meeting:	13.30 to 17.00	

MINUTES

PART 1: OPEN SESSION			
Present: Dawn Atkinson (DA); Graeme Bayley (GB); Ann Godsell (AG); Michael Lupson (ML); Lynsey Metcalfe (LM); Caroline Walker (CW); Iain McInnes (IM) Chair. In attendance: Margaret Coats (MC) Chief Executive & Registrar and Sharon Robinson (SR) Communications and Website Manager			
1	Welcome		
2	Apologies for Absence Jennifer Barnes (JB); Teija Barr (TB)		
3	Declaration of interests There were no declarations of interests.		
4	Minutes of Open session held on 29 April 2025 The Minutes were agreed as an accurate record.		
5	Matters arising There were no matters arising.		
6	The Economic Crime and Corporate Transparency Act Members agreed the provider of CNHC's Company Secretary services will become the 'Authorised Corporate Services Provider' (ACSP) for CNHC and will provide details of any actions required by each member of the Board in their capacity as Company Directors.		Oral report
7	Update on Complaints Members noted that: - Case Examiners met on 4 July to consider a complaint against a Nutritional Therapist and have referred it for Hearing by the Conduct and Competence Panel. - They are scheduled to meet on 31 July to consider a complaint against a Hypnotherapist. - Another three complaints are currently under investigation (Hypnotherapist, Massage Therapist, Nutritional Therapist). - We are awaiting a complaint against another Nutritional Therapist.		Oral report
8 8.1	Horizon scanning Members noted that: - The rationale for the move to Accepted Outcomes when dealing with some types of complaints is that it is less adversarial, swifter and more efficient for all concerned. ML confirmed that Social Work England has been using Accepted Outcomes for six years. - With regard to the potential use of Accepted Outcomes by CNHC, the PSA response was that there is nothing in their Standard 5 that prohibits their use and if an Accredited Register chooses to use Accepted Outcomes, then following their guidance is a reliable way to ensure they would not take issue with how the		CNHCB 2025-42

8.2	Accredited Register implements their use. With regard to whether a Notice of Change would be required the PSA response was that this would depend on the specific Register, their current procedures and if the change meets the criteria outlined in either paragraph 2.4 or 2.5 of the Notification of Change process. Having checked the content of those paragraphs the relevant example in 2.4 is “<i>Substantial changes to a key policy or procedure, for example complaints handling</i>”. Members agreed that a Notice of Change should be submitted to the PSA.		
	Any other business (must be agreed with Chair in advance of meeting) <u>Implementation of Worker Status for Panel Members</u> Consideration will be given to details of how statutory regulators are implementing the relevant Employment Tribunal Judgement.		