

**CNHC**

Complementary & Natural  
Healthcare Council

# Strategic Objectives

JANUARY – DECEMBER 2019

CNHC  
Strategic  
Objectives  
2019

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# CNH Strategic Objectives 2019

# 1 Introduction

- 1.1. These strategic objectives cover the Complementary and Natural Healthcare Council's (CNHC's) eleventh year of operation, January to December 2019.
- 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.

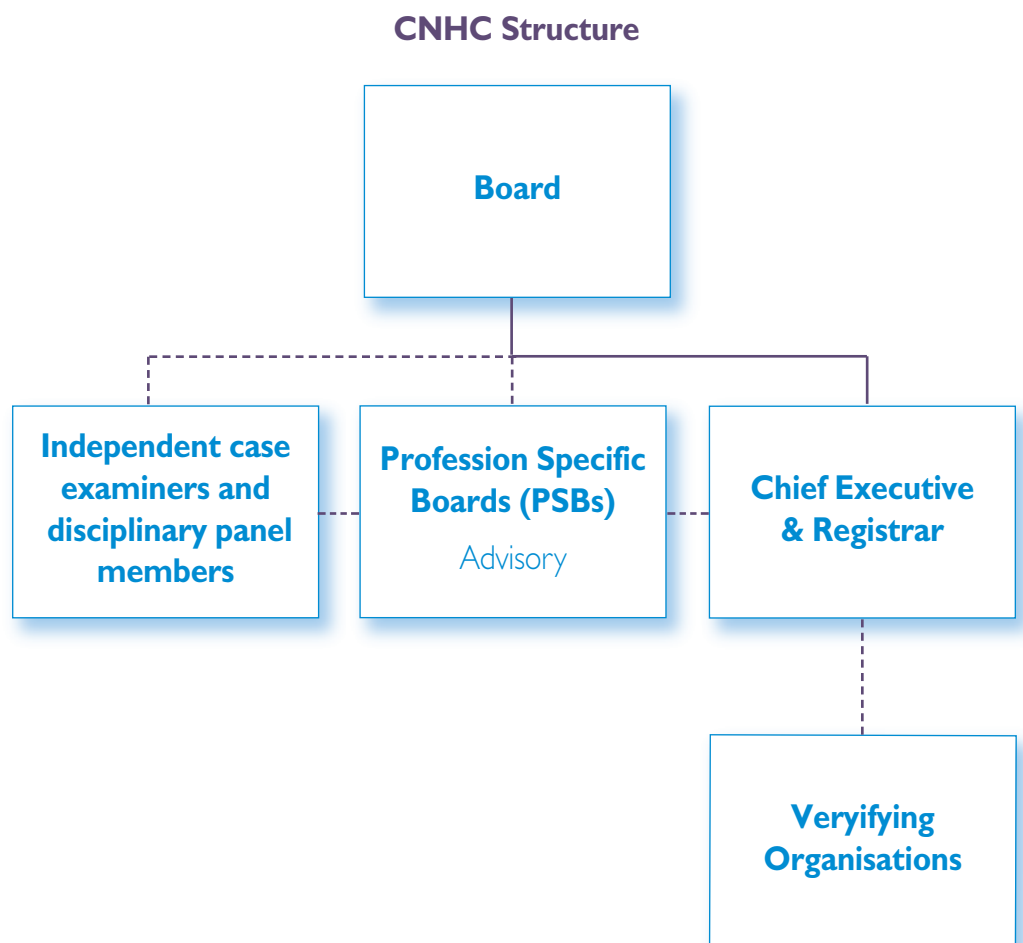
- 3.1. Ensure the public can have confidence that CNHC registrants provide a good standard of care.
- 3.2. Raise and maintain awareness of CNHC's standards and public protection role through effective engagement and communication with all stakeholders.
- 3.3. Ensure organisation structure is fit for 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 all complaints against CNHC are dealt with promptly, fairly and cost effectively and that all learning points for CNHC are implemented
- 3.6. 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.
- 3.7. Ensure CNHC complies with all relevant legislation.

## 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 2018

- 6.1. Secured Professional Standards Authority (PSA) agreement to develop a national Consensus Statement, to be drafted by CNHC Chief Executive, that “Accredited Register practitioners are recognised to be valuable partners in the wider public health workforce, working together with others to improve the public’s health and wellbeing and reduce inequalities.”
- 6.2. The New Statesman Health Spotlight, April 2018, included a second article by CNHC Chief Executive about the role of CNHC registrants in improving the health and wellbeing of the public.
- 6.3. Checked the websites of 3,626 lapsed registrants to monitor breaches of the regulations governing the use of the CNHC/PSA quality mark.
- 6.4. Responded instantly to complaint received by PSA that CNHC registrants were claiming to treat autism – gained PSA agreement to joint statement by the British Association for Nutrition and Lifestyle Medicine/CNHC.
- 6.5. Revitalised the CNHC Local Champions network, almost doubling the number (from 35 to 64).
- 6.6. Responded to National Institute for Health and Care Excellence (NICE) consultations on
  - Community Pharmacies: promoting health and wellbeing
  - Developing NICE guidelines: the manual.
- 6.7. Opened the new category of Colon Hydrotherapy on the CNHC Register.
- 6.8. Published another three core curricula.
- 6.9. Met deadline for the General Data Protection Regulation (GDPR) compliance, published CNHC Retention of Records Schedule and the revised Privacy Policy and updated the relevant sections of the CNHC Code of Conduct, Ethics and Performance.
- 6.10. Secured renewal of accreditation by PSA, without any learning points or conditions.
- 6.11. Achieved CyberEssentialsPlus certification.

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