

Board of Trustees Meeting

MINUTES

21st November 2022, 6 – 8:20pm

Via zoom

Present:

Andrew Brabban (Chair) (AB)
Adrian Dean (AD)
Helen Butters (HB)
Jonathan Clay (JC)
Nicola Daniels (ND)
Theresa Pass (TP)
Andrew Leahy (AL)
David Parkinson (DP)
Avarni Jagpal (AJ)
Christina Neuman (CN)
Sam Ruck (SR)

Apologies:

Sharon Conlon (SC)
Barry Brennan (BB)

Mentioned in minutes:

Service Effectiveness Group (SEG)
Financial Sustainability Group (FSG)
Internal Governance Group (IGG)
Cheshire and Wirral Partnership (CWP)
Liz Johnson (LJ)

1: Introductions, Apologies & Conflicts of Interest:

Apologies sent from SC and BB.

No conflicts raised in this meeting.

2: Minutes & Action Log from previous meeting:

Minutes 16.05.22 - The minutes of the Trustee Meeting of 22nd August 2022 were checked for accuracy. No comments or adjustments, all agreed that the minutes were accurate.

Action: CN to send over to AB for signing off.

Action log 22.08.22 – Most actions completed.

- Risk register continues to be worked on – sub-group input required, risk appetite to be decided.
- Outstanding items to be addressed by next Board Meeting.

3: Safeguarding:

The team to continue to work well in tracking safeguarding concerns. Recently had our first Coroner's request for a client we worked with briefly in 2015. We have supplied our notes to the Coroner. HB asked if we need a policy/process so we have something to follow for future requests. AL agreed a legal requests policy and media communications policy are needed. AB seconded AL and HB.

SR reported that we have 61 cause for concerns currently. SR commented that when talking to funders and commissioners about the level of risk we can only provide numbers at the moment which can be difficult. A review is being done as to how we can provide more

information around this and RAG rate cause for concerns so we can explain more thoroughly to funders and commissioners. Wider team are on board with this. AL suggested looking at complexity scales.

Action: Therapeutic team to develop RAG rating system/ more in depth data for reporting on cause for concerns.

Action: to develop advice and guidance/policies around legal requests and media responses.

4. Chief Executive's Summary Report:

HB asked about unsuccessful bids and if we have had any feedback from these funders.

TP confirmed that Henry Smith did provide feedback, but we did not meet the criteria which we didn't know beforehand. The other unsuccessful bid was with Kings Big Impact Awards, but we do not receive feedback from them.

AB also asked about the roof. TP said we need a new roof; ND has gathered quotes for a repair job, but this isn't the most suitable solution. ND has looked into Capital Investments and Allowances, but this is difficult to secure as we don't own the building.

AD noted that we will also need asbestos trained people to remove it.

TP suggested a meeting with the Council in January once more information has been gathered about costs, etc. AB happy to provide support with this.

Finance & Business Development Report

ND commented that our income is looking healthy for the year. We have secured more unrestricted funding and a lot of donations. We are currently £50K better off this year than this time last year. More monitoring of contracts to fulfil them and reduce deferring income to the next year, and research for new funders is taking place now.

Therapeutic Services Report

AB commented that the service descriptions were great, and it would be nice to see what outcomes we are trying to achieve with each service. SR to think about this.

AB asked if we have a trigger point related to cause for concerns and the waiting list. SR explained that the review of the data (mentioned above) will help with this. SR also commented that we may also have to review the Open Access process due to the complexities increasing.

DP found descriptors helpful and wanted to pass on his appreciation to JB (staff member) for the work done at All Hallows.

DP asked if there are more issues with additional jobs and conflicts of interest due to the implementation of a new policy. SR confirmed we are working on this and was prompted by an issue last week. It is unknown if this will become more of an issue but having the paperwork in place will make it a lot clearer to staff with additional work.

Discussion around what is a conflict of interest at Visyon and what this policy will do for our staff.

5: Chair's Report

Not given.

6: SEG update:

AB asked if we know the time we are spending on safeguarding. AL said a day a week minimum, usually involving 3 staff. This is a lot more time than it used to be but works better as a system. TP commented that LJ is doing some auditing with us and looking into some of the processes, including initial contact team and safeguarding, and will be looking further

into if these work or if we need different systems in place and if we need to invest in some resources to make them more efficient as they are both very labour intensive.

DP asked about AL's comment about the high number of non-attendance and if there is anything we need to do about this. AL explained in NHS they are expected to have 95% and this is lower for Visyon. SR commented that similar organisations and services are experiencing lower rates of attendance, especially over holidays. It is something the team are constantly working on, but we also do not know the full extent covid is having.

7: FSG update:

AB asked DP if he was asking for approval from the Board if a delegation of authority for FSG for approving monetary changes as this was required for the cost-of-living supplement payment. DP said due to the infrequency of these scenarios it was decided this delegation of authority was unnecessary, but FSG would like to set up a Risk Event log for these exceptional scenarios and set up a formal way to advise the Board of these. This is a new addition to the Terms of Reference for FSG that does need Board approval. AB happy with that.

DP asked for the Terms of Reference to be approved by the Board. No major changes. No objections.

DP asked for approval of the Educational Development Proposal and the estimated spend involved in this. FSG supported this in their last meeting and now asking the Board for approval. TP also highlighted that we will continue to look for funds to cover this but may need the reserves in the first place to start the recruitment and appointment of candidate and talk to the new schools before starting with them in the September.

A lengthy discussion between the Board took place. Comments were made regarding:

- Risks – will schools have the budget for this, especially in the current climate? Will these reduce? Will they choose to spend their budget on this?
- Expansion of the job description as there is a lot we can do for staff and children in schools – support from HB would be useful for this.
- Visyon understanding the needs of the schools to be able to be successful in selling/delivering educational services.
- The service will be upskilling staff as well as helping children directly.
- Schools will look at time and cost, and the return of investment – some will be measurable which we should do for showing the positive impact.
- Developing positive relationships with schools will be crucial.
- Without this role we cannot increase capacity within the current staff team and currently it is a 2-year commitment in case this is not needed/does not work.
- This is what the charity about and the services we want to provide for early help.
- Could we expand the geographical area of who we help with this service?
- Good for sustainability for the organisation to generate income as the bidding opportunities could dwindle.
- We do currently have a level of financial stability to make this choice.

Overall, there were no objections from the Board and the initial proposed spend was approved and committed to, so that the process can start. Regular updates and reviews will be given and engagement with sub-groups FSG and SEG needed.

Action: Continued engagement with FSG so actual costs can be reviewed and checked. Continued engagement with SEG to determine what kind of service it will be. Update on progress to be given at next Board meeting.

8. IGG update:

DP asked if the letter from CCG.ICB was received after the contract error. SR confirmed we have had confirmation back from them and the contract has been sorted, we are now waiting for the uplift to come through. SR has a meeting with them in December 22.

9. Management Accounts & Budgets:

No comments.

10. Health & Safety:

Covered in IGG update. We haven't had any accidents or incidents and we have recently completed fire and general risk assessments. Health and Safety guidance continues to be developed.

11. Policies & Procedures:

No policies or procedures to be signed off however CN requested HB get in touch to discuss the questions about the handbook. CN also mentioned that the new additional job/work policy may need to be signed off by the Board via email when this is finalised.

Action: HB and CN to meet about handbook questions.

12. Strategy/Development & Objectives

Due to time constraints Board were asked to review the Strategy Out put document and meet another time to discuss in more depth. Board agreed to action this.

Action: Board to meet in January to go over the strategy documents and provide information to TP for the Development Management day in February.

13. Risk Register:

AD has asked Board to work out the risk appetite for each sub-group section and for any blanks to be filled (monitoring controls/risk rating).

Action: Email risk register to sub-groups.

Action: Sub-groups to fill in any sections currently blank and work out the risk appetite (level of risk that is acceptable before mitigating this).

Date of next meeting: 20th February 2023

All meetings 6.00pm unless otherwise stated.

Venue: via Zoom

Signed:

A handwritten signature in black ink, appearing to be 'AJB'. The signature is written in a cursive, flowing style.

Position: Chair of Trustees

Date: 21st February 2023