

Board of Trustees Meeting

MINUTES

21st February 2022, 6 – 8:15pm

Via Zoom

Present:

Andrew Brabban (Chair)
Robert Morton – arrived 18:26pm
Adrian Dean
Andrew Leahy
Helen Butters
David Parkinson
Avarni Jagpal
Sharon Conlon (SC) – Delegate
Theresa Pass (TP)
Nicola Daniels (ND)
Christina Neuman (CN)

Apologies:

Jonathan Clay (JC)

Mentioned in minutes:

Service Effectiveness Group (SEG)
Financial Sustainability Group (FSG)
Internal Governance Group (IGG)
Linda de Sá (LdS)
Sam Ruck (SR)
Brian Davey (BD)

1: Introductions, Apologies & Conflicts of Interest:

Apologies sent from JC. AB welcomed SC as a delegate Trustee, no objections from the rest of the Board.

No conflicts raised in this meeting.

2: Minutes & Action Log from previous meeting:

Minutes 22.11.21 - The minutes of the Trustee Meeting of 22nd November 2021 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 22.11.21: All actions completed from last meeting.

Action carried forward relating to evaluation processes - HB reported that this is something she will pick up with SR now that the priorities surrounding the waiting list have been completed.

AB commented on asbestos action regarding responsibility. CN explained that the council have confirmed it is Visyon's responsibility and that the work has now been completed. AD commented that it will be fine for next few years and CN confirmed that we have all relevant paperwork recorded/saved.

3: Risk Register:

- AB commented on S3 and S5.

AB questioned whether S5 is still amber or if the risk has now reduced because of the move to the cloud.

ND confirmed the move to cloud is complete, the only remaining data to be transferred is from the Trustee SharePoint. Access for Trustees to the cloud needs to be confirmed and printer needs to be re-routed, so it doesn't go through the server. Once this is done, the server can be switched off.

AD commented that the risk should therefore be reduced.

Action: CN to ask Bluespot for document outlining process of move to cloud.

Action: TP to update register when confirmed and document from Bluespot received.

- ND commented on risk S3 – The waiting list is back open and figures will be in SR report. TP commented that the waiting time is much better than it was and will update the register with SR on 22.2.22.
- DP commented on risk F2 – F4 regarding funding/grants and asked if they could be considered for adjustment at the end of the meeting depending on the reports provided.
- DP commented on O6 regarding recruitment/team transition. Are we happy with the risk rating at the moment or should it be adjusted to reflect current successful recruitment? To be discussed again at end of the meeting.

4: Safeguarding:

TP reported that SR has included more information in her report, but the key things now are that the concerns remain as complex but steadier (not escalating as much). We have had a couple of out of ordinary cases - the recent deaths at schools we go into, however the team have done a great job of visiting these schools and offering 2 hour drop ins for students. This has been received very positively and TP is very proud of the team. It also identified some key themes and concerns that young people have so we are now drawing up a resource list that we could send out if this happens again.

AL commented that there are several issues that come up in safeguarding, but everyone is agreed that the new system is working much better than it was. Feedback from staff has been positive. A couple of issues have occurred over the last couple of months:

- Supervision of Visyon's therapists/counsellors – how do we know what the external supervisors' qualifications and training are? A monitoring system for this needs to be developed.
- Revisit the fundamentals of safeguarding training – specifically looking at how people are asking questions or in fact, not asking questions.
- Clarity of CHECS policy has been requested in writing by AL and BG.
- Keeping safe work – do we do this formally or informally? Formality is required (processes/procedures) and SEG to work on this with Visyon therapists. TP commented that this will never be clear cut, the priority is to give the therapists the right skill set and guidance.

Action: SEG to work with Visyon therapy team and prepare proposal of how to move forwards.

5. Chief Executive's Summary Report:

TP reported that the waiting list numbers are now manageable, and the list was opened on 7th February 2022. This will be monitored over the next few weeks, but we now have a much clearer process for flagging issues earlier due to the work HB & SR have done on the Policy.

TP reported that funding is mixed, we have got a deficit this year that we can handle, but we need a robust plan in place for fundraising for the future – now focusing more on the long term. Still waiting for a decision from the National Lottery but we should here in a couple of weeks. ND commented that our new Fundraising & Marketing Manager, LdS, has brilliant ideas and ND is feeling positive about this.

TP has set up 3 task groups to help push the strategic planning forwards. TP is working on getting a pro-bono consultant to help with providing expertise and advice to the task groups.

- Service Task Group to be overseen by SEG.
- Commercial Task Group to be overseen by FSG.
- Workforce & Infrastructure Task Group to be overseen by IGG.

AB asked for any questions regarding the documents. AL would like to be part of Service Task Group. HB is happy to be involved and has discussed some of the information in the briefing with SR already.

Action: TP to get members for the groups.

DP asked if 'Our Visyon' or young people would be involved in this. TP suggested they could be brought in for a focus group rather than ongoing members of the Task Group – Group leaders to facilitate these sessions.

Finance & Business Development report

ND gave an overview of her report.

Accounts have been completed up until the end of December 2021. Overall, these show a deficit for the year – £58,260.81. The reason for this is due to not securing funding that was previously budgeted for, due to several factors:

- Funders are reassessing criteria (after COVID pandemic) of what they want to fund.
- National Lottery decision is still awaited and has been pushed back.
- Difficulty recruiting fundraising staff.

There has been success with recent events and a total of £26,450 unrestricted funds raised through these.

ND is feeling positive about 22-23 due to the longer-term funding plans. Sustainability of Visyon is a priority and 3-4 year funding plans will help this.

HR - it was noted that the Kickstart staff have been kept on permanently and recruitment has improved recently. We now only have one vacancy. ND confirmed that the trainee staff are completing apprenticeships.

Absence has increased over the winter months, as expected, however the blended working pattern helps people work from home if they are able.

Health & Safety – one incident reported and rectified. Team Leaders and some other staff have been trained in First Aid At Work and Fire Warden Training.

IT – update on Cloud (please find detail mentioned in Section 3).

GDPR – No incidents have occurred.

Fundraising – A lot of community fundraising going on now which is brilliant. LdS has got some really good ideas for this moving forwards.

AB questioned the deficit and ND's confidence in this reducing. ND explained that calculations were based on the worst-case scenario and will not be more than stated. They are hoping the actual deficit will be less. RM in agreement with this.

7: Discussion of proposals in F&BD Report:

ND explained we want to increase capacity to deliver at FH but the cost of this comes to approximately £4200. ND asked Board opinions about the following:

- getting a window in a counselling room and buying air purifiers/CO2 monitors
- obtaining window film and air conditioning unit for BH due to intense heat in the summer

Action: to gain permission from the council to put a window in.

Action: to get the work done in the next financial year.

ND proposal: salary increases in 22-23 financial year. National Insurance increase has been budgeted for and will be met with an increase of 1.25% for everyone affected from April 1st 2022, but the proposal for further increases would be looked at further around September 2022.

AB concluded there is no objection from the Board if it is investigated by FSG and affordable.

Action: to communicate the above to staff when appropriate.

Wider reward package for staff being researched for future consideration. This will be linked to income as the year progresses.

8. Chair's Update:

AB's report summarises the waiting list and other points raised already in the meeting; however, he also mentioned the auditors and the difficulties we are having currently. Further updates to be given as ND gains further information.

Additionally, AB asked for opinions on how often the Board should contribute to the Newsletter. ND suggested idea of a 'meet the trustee' section in the Newsletter when there are no important updates. Board agreed with the suggestion. AB proposed a quarterly report and then 'meet the trustee' section in between.

Action: TP to liaise with LdS to also discuss ideas.

AB mentioned he has also met with BD in the last month, and he will continue to meet once or twice a year to keep him involved.

AB and TP have met with Stuart (critical friend) regarding the strategy planning and TP is continuing to manage this on a month-by-month basis.

9. SEG update:

AL highlighted that SEG need to re-examine their role and remit, expanding in some areas and contracting in others. SEG need to look at service delivery and if we are up to date with gaining information and feedback.

AB suggested SEG prepare a proposal about SEG's scope to start with and then bring to Board for agreement.

Action: for SEG to define the scope of the group.

Action: IGG to meet with SEG to discuss scope.

SEG are now communicating lessons learnt/done and now need to save these securely. Records also needed for individual staff involved in these.

SEG communicating with CAMHS to determine their model and what we do/they do.

Point about supervisors mentoring staff raised earlier in meeting summarised again.

10: FSG update:

RM - FSG need to review their Terms of Reference. A proposal will be prepared and brought to the Board for approval.

FSG currently reviewing an investment proposal from a wealth management organisation. It is quite a keen short-term proposal for our surplus cash. This also needs to be brought to Board for approval once further investigated. AB asked if there is a timeline on this, ND said she is currently finding a comparison to benchmark against.

Action: Review Terms of Reference.

Action: Submit investment proposal in future meeting.

11. IGG update:

AD – IGG are currently working on updating the Health & Safety policy and others, including, Cyber Security, Lone Working. Insurance renewal is being investigated by JC and ND.

12. Management Accounts & Budgets:

Please see earlier comments in Section 5.

13. Health & Safety:

AD – Asbestos work is now completed.

AD – accident recorded has been rectified.

CN – electrics at BH were not satisfactory however our electrician has now carried out the remedial works needed and have the documentation. AD agreed that our responsibility to our staff has been done but it is really the Landlord's responsibility and ND said that we are trying to communicate with the Landlords about this. There has not been much success yet. CN – electrical inspection (5 yearly) has been completed at FH recently and some remedial works are needed. Currently waiting for costings to be sent over for this.

14. Policies & Procedures:

Protection of Adults

SC commented that the policy is good and clear about our responsibilities.

No other comments.

Action: to be signed off by AB.

Waiting List Policy – new policy

SC asked about Pg 4, paragraph 3 - Is it ok to aim to contact within a month or should Young People be contacted within the month.

Action: TP to raise this question with SR. Policy to then be signed off by AB.

Cyber Security Policy – new policy

AB commented that some names need to be put in/amended on Page 1 & 4.

AB also commented 2 factor authentication was not referenced in the policy but we do use this now so it should probably be in there.

RM to add comments to policy after meeting.

AL commented on what are the minimum requirements for antivirus if using personal device. Is 7 characters long enough for a password? GDPR and using personal device? RM feels Acceptable Use should be included in this policy and advises that having ransomware is invaluable.

Action: ND/CN to work on comments and send to AB for sign off.

Business Continuity Plan

AB commented about ransomware. ND said there is a back up for the cloud that she is currently looking into.

Action: To be signed off by AB.

14. Risk Register:

S5 – stays the same until Bluespot have provided answers to questions.

S3 – AB – can we reduce this now the waiting list policy has been created and the list is re-opened? Remains amber despite a decrease in probability (down to 3).

F2 – F4 to remain the same at present.

O6 to be downgraded a little.

Action: TP to update Risk Register.

AOB:

Caldecott Training – AL is not trained. Question about who should have this. SC may be able to find some resources/training.

AD – Donatable (social enterprise) are interested in speaking to us. TP asked for him to be put in touch with LdS. ND to send LdS email address to AD.

CN offered support for using the cloud if needed.

Date of next meeting: 16th May 2022

All meetings 6.00pm unless otherwise stated.

Venue: TBC

Signed:

A handwritten signature in black ink, appearing to be "AJB".

Position: Chair of trustees

Date: 19th May 2022