

**Minutes of Visyon Ltd Trustee Meeting,
held on Monday 22nd November 2021 – via Zoom**

Item No.	Item
	<p>Introductions, Apologies & Conflicts of Interest</p> <p>Present: Andrew Brabban (AB) (Chair) Helen Butters (HB) Andrew Leahy (AL) David Parkinson (DP) Adi Dean (AD) Jonathon Clay (JC) Avarni Jagpal (AJ)</p> <p>Absent:</p> <p>Apologies: Rob Morton (RM)</p> <p>In Attendance: Theresa Pass (TP) Nicola Daniels (ND) Christina Neuman (CN)</p> <p>Mentioned in minutes: Service Effectiveness Group (SEG) Financial Sustainability Group (FSG) Internal Governance Group (IGG) Senior Leadership Team (SLT) Clinical Commissioning Group (CCG) Local Authority (LA) Adam Tomkinson-Jones (AT-J) Harriet Whiston (HW) Kerry Spink (KS) Sam Ruck (SR) Just Drop In (JDI)</p> <p>No conflicts of interest raised. AD noted however, that his company has provided training to Visyon staff members recently.</p>
	<p>Minutes and Action Log: The minutes of the Trustee Meeting of 23rd August 2021 were checked for accuracy. No comments or adjustments, all agreed that the minutes were accurate.</p> <p>Action Log Most actions have been completed.</p> <p>Outstanding points: <u>Hosted Telephone System:</u> To be discussed further in meeting.</p>

**Minutes of Visyon Ltd Trustee Meeting,
held on Monday 22nd November 2021 – via Zoom**

	<p><u>Written report for IGG by AD:</u> Report has been written and submitted for 22/11/21 meeting by AD.</p> <p><u>Evaluation review processes:</u> HB reported that they are going to start looking at the impact of the services offered however, this has been overtaken by working on the Waiting List Policy. HB reported that her and SR have had some informal chats, but more work needs to be completed on this.</p>
	<p>Risk register: Risk register viewed, noting some changes/adjustments from last meeting.</p> <p>S1: Concerns have been raised with CCG and LA.</p> <p>S3: Waiting List update. To be discussed in meeting.</p> <p>S5: ND explained update. Business Support Team working with Bluespot to get all data onto the Cloud as the server has gone down a couple of times recently. CN gave update that Bluespot have started creating the server groups on the cloud (Business/USG). AL queried which Cloud is being used and if GDPR compliant. Action: CN to check this with Bluespot.</p> <p>C1: Being monitored.</p> <p>HRB5: Updated to reflect new engagement with insurance brokers. ND has been working on insurance timeline with AT-J.</p> <p>HRB8: New addition regarding staff moral and wellbeing. ND explained that we are making sure all employees are having external supervisions and that this has now been offered to other staff now too, not just counsellors. Feedback from this has been positive so far. Staff survey has also been completed and data presented to Ops Managers meeting. Checking in more often with staff and making sure that they are okay, including if they are off sick (if appropriate). A Return-to-Work interview is also being implemented to gauge if any further assistance / support is required after absence.</p> <p>QSD2: Increase in score.</p> <p>O1: Move to Cloud should help resolve issues with accessing/finding documentation.</p> <p>O4: Updated around the concerns with blurring of tiers.</p> <p>O5: Updated to reflect that the Crewe move has reduced the previous potential risks.</p> <p>O6: Updates including how recruitment has been done recently. TP also reported that a reward package is being looked at.</p> <p>CV1: Review of Covid risk assessment carried out in Ops Managers meeting.</p>

**Minutes of Visyon Ltd Trustee Meeting,
held on Monday 22nd November 2021 – via Zoom**

	<p>Safeguarding: TP reported that we have had a drop in numbers due to the waiting list closure, but we are unsure where people are now being referred to. Some research is required. Safeguarding cases remain high level, one involves multiple agencies but the cases in general are being managed really well and the system is robust. AL oversees any cases where necessary.</p> <p>AL reported that the new system is working very well. Overall, it is as safe as it can be and if there is any doubt, we refer to Social Services. TP highlighted that there are no areas of concern currently and is confident that anything raised is brought to TP, SEG, case management, or AL/HB become involved.</p>
	<p>CEO's report: TP reported that it has been a busy few months and the key things have been working out how to make the waiting list decision making process more robust. TP also commented on the funding concerns, but we are currently waiting on some decisions. Due to this salary review has been pushed to January, when we will know more about our financial position.</p> <ul style="list-style-type: none"> - Reserves Policy – ND is looking into this. - Investment Policy – this is quite complicated; some enquiries and decisions need to be made. - A few staff are leaving. Recruitment is being looked at for KS role and AT-J will be taking on the Finance and Data role and accounting apprenticeship after Kickstart has finished. <p>AB raised a question regarding timescales around the alternative funding proposal. TP unsure of timescale but CCG are taking it to their governing board in December. AB asked if any further support from the Board is required. TP confident that everything is okay. DP also raised question about the funding proposal. He would like to see this if possible. Action: to put document on Sharepoint/distribute.</p>
	<p>Therapy Report: AB asked for any comments/questions. AB – observation that we are improving the waiting list by reducing the number of people coming on to the list, but struggling with getting people off the list, this seems a little counterintuitive. TP explained that the team are doing more following up with clients on the list. More detail is needed about what support is needed now for those on the list. Review is due in January and more work to be done by HB and SR. We have got the go ahead for additional funding for 3 more Counsellors and more group work (starting end of November). HB commented on the work she is doing with SR and that the policy (when finished) will have to constantly be reviewed and adaptable to external circumstances. The fact that clients haven't been able to finish after 6</p>

**Minutes of Visyon Ltd Trustee Meeting,
held on Monday 22nd November 2021 – via Zoom**

	<p>sessions also impact the waiting list. We won't really have a definitive answer, more of a 'best fit' approach and good management. TP commented that it won't be black and white, and the LA may not like this. TP has declined to reopen the waiting list and has said to LA it will be reviewed in January as it is our risk, not theirs. AL agrees that this is our risk and if they want us to have an extended waiting list, we may have to ask for additional funding for admin and insurance purposes. HB said that these points are being built into the policy. It has become a bigger piece of work, but we want to also communicate and work closely with funding agencies so that they can see how robust our system is and that we are regularly reviewing it, including bringing in a RAG system for actions.</p>
	<p>Business Support Report ND ran through report.</p> <p>Finances – Accounts for Qtr 2 have been finalised and we are currently still looking at a deficit. It was forecast/budgeted that things would improve in September, however, this has not been the case due to not being able to recruit a funding, grants, and trusts staff member. Instead, KS has taken this on. We are hoping to hear some decisions around 5 different funding streams we could get soon. ND has prepared the forecast for the rest of the year that has been presented at FSG.</p> <p>Human Resources – A few new starters including, two interns from Keele Uni, HW and AT-J completing the Kickstart programme, staff moving from volunteers to paid staff. Vacancies have been filled for Fundraising Officer, Initial Contact Team, Cleaner at Crewe and As and When Counsellors. Staff leavers – interns have finished and two staff from therapeutic team. Absence/sickness – cold/flu absence higher due to everyone being cautious about covid. 17.5 working days lost due to sickness, including covid issues. Disciplinarys – none. Moved over to Pannone Corporate for HR assistance/advice.</p> <p>Health & Safety – continuing to work in bubbles but exploring options to open up more rooms with help from AD.</p> <p>GDPR – no incidents.</p> <p>Estates – unfortunately we didn't get the Screwfix grant for more air conditioning units in Crewe. VOIP telephone system has been sent out for consultation. So far, not a positive response from staff. They feel having the system on their personal phone blurs the work-life balance. Looking at alternative options – ultimately, what will work best for the staff.</p> <p>Fundraising & Marketing – Lots of fundraising going on. We had a stall at Congleton PRIDE which generated £250. Although the gaming campaign</p>

**Minutes of Visyon Ltd Trustee Meeting,
held on Monday 22nd November 2021 – via Zoom**

	<p>wasn't very successful. The theatre performance has also had to be cancelled due to a lack of ticket sales. Visyon clothing has been launched and Christmas cards are for sale currently.</p> <p>Many bids for bigger funding streams have gone in. We are currently awaiting decisions from Leathersellers, Evan Cornish, CCF and The Tudor Trust. Some large bids also due to be submitted by February (Lottery).</p> <p>Graphic Design – refer to report.</p> <p>Franklin Financial Management event coming up and hopeful we can raise around £15K.</p> <p>AB asked for any questions.</p> <p>DP observed the holiday usage – not a lot has been taken overall. How is that being managed? ND explained that the figure is only up until September. A lot of staff have taken holiday since (October half term), and CN and HW are monitoring and prompting staff to take holidays.</p> <p>AB – if everyone takes holiday does that impact the service delivery? ND answered no as everyone takes different time off. No concerns with that.</p> <p>AL – what is the work-related injury? ND explained it was an old incident that is still highlighted due to the report being 12 monthly.</p> <p>AL – RE: staff and clients wearing masks optional – we might need to start thinking about this with the rise in cases. Further discussion required at IGG about this. Action: to discuss at IGG.</p> <p>AD – VOIP telephone system: is it a big issue? Will it affect their personal life? ND replied no it won't, however they feel like the lines of work and life will overlap. Other reasons reported, including safeguarding issues. TP suggested a hybrid approach may work better. Action: ND/TP to reflect on feedback and go into meetings if necessary.</p> <p>JC – observations around COVID (agrees further discussion is needed about reviewing current measures) and longer-term funding. Have we got the balance right between long- and short-term funding? ND explained that we will still go for the smaller funders but not the ones offering just £500 for example – anything over £1000 and relevant to us.</p>
	<p>Chair's update:</p> <p>AB thanked everyone for the engagement at the strategy day, it was a great discussion. AB also attended the Team Leader strategy day and commented on the enthusiasm and passion from everyone. It was a very positive day. AB requested support to help with interviewing for a new trustee. People to volunteer by getting in touch after the meeting. AL unable to due to knowing candidate.</p> <p>The latest Patron role description has been distributed; confirmation is now required if no further comments. If any objections, please raise.</p> <p>Action: DP to raise observations with HB. HB to distribute final draft to Board and provide 48 hours for consultation.</p>

**Minutes of Visyon Ltd Trustee Meeting,
held on Monday 22nd November 2021 – via Zoom**

	<p>AB questioned if all things needing sign off had been done. CN reported that everything is up to date and signed.</p>
	<p>SEG Chair’s update: AL – An annual update was done in September. The work that HB and SR have done on the waiting list has been very valuable. SEG need to be clearer about their remit. A formal dashboard of training required. AD agreed training records need to be obtained/kept. Relevant training to area is needed. AL commented that we need to be more proactive in longer term training plans. AL – overall, main areas are going well. More work needed on the ethnicity/disability data collection as some people are not telling us. We need to make sure we ask the questions, even if we don’t get the information. TP has sent out the Terms of Reference to sub-group chairs for updates. Responses required. The main questions are around where fundraising and HR should be discussed (which sub-group)? AB suggested Chair’s of sub-groups communicate to update the Terms of Reference for each group.</p>
	<p>FSG Chair’s update: No written update submitted. Unable to do verbal update due to RM sending apologies. Written update to follow. TP – this time of year is difficult for funding. Main thing we need to address is ICT Team Leader salary. This is to be implemented in January.</p>
	<p>IGG Chair’s update: No accidents. The COVID risk assessment is continually being reviewed. We will discuss further in IGG. No cases have been linked to Visyon. TP – all those who were in contact with the positive case at the office have done PCR tests and were negative. Lone Working risk assessments have been developed by Team Leaders. Approved at IGG. Lone working Lookout app has been approved. Further training/refresher training needed to be given to staff. <u>Health & Safety/Fire risk assessments</u> Congleton – completed. Most actions have been completed. Crewe – completed. A couple of actions to complete in our Suite. Action: Conversations to be had with landlord about some concerns in the</p>

**Minutes of Visyon Ltd Trustee Meeting,
held on Monday 22nd November 2021 – via Zoom**

	<p>overall building. Ask what the plan is for completing the actions. (CN/ND)</p> <p>Asbestos review – some in Congleton. Low risk and small area but we need to re-encapsulate where the paint is flaking. Work is to be done by competent and trained asbestos contractor. TP questioned if there is any danger around this. AD said there is a very very low risk, it just needs to be cleaned and re-encapsulated.</p> <p>TP asked if we could gain quote to remove. CN confirmed we have. TP asked if we could talk to council about this as it is their building.</p> <p>Action: ND to check lease agreement and contact council.</p> <p>IGG are looking at training. AD noted that IGG is responsible for ensuring training is recorded, carried out and delivered when needed.</p> <p>Several policies have been reviewed and signed off. ND commented to say a new schedule has been developed and HW will be monitoring and bringing those needing review to attention.</p> <p>Game4Visyon campaign was approved by IGG although this didn't do very well.</p> <p>First Aid and Fire Warden training has been done recently.</p> <p>Insurance review is underway currently.</p> <p>Hosted telephone system – has now gone out to staff for consultation.</p>
	<p>Health & Safety: Please see IGG update.</p>
	<p>Policies and Procedures: Please see IGG update.</p>
	<p>Strategy / Development and Objectives: The strategy days have happened. AB and TP have a meeting with Stuart in December to comment and look at the information. Information will be consolidated into a summary paper and distributed in December/January. A few working groups/task groups may be needed going forwards. TP commented that overall, it is quite exciting. Action: TP to distribute paper once completed.</p>
	<p>Risk Register: Small errors in colouring have been rectified.</p>
	<p>A.O.B.: TP to write up AOB about sub-groups in paper. DP – question about mandatory training considering the recent all staff email re: GDPR. TP suggested we take trustees off the All-Staff email group. CN confirmed that this has been done in the last week for all groups.</p>

**Minutes of Visyon Ltd Trustee Meeting,
held on Monday 22nd November 2021 – via Zoom**

	<p>AL – a list is needed for compulsory training for trustees. TP commented that IGG are finalising this now. CN confirmed that GDPR training is 3 yearly (face to face) and the refresher webinar is to be done annually. CN and AL also confirmed that if training has been done through own work, then a certificate or letter confirming this is satisfactory.</p>
	<p>Dates of next meetings All meetings 6.00pm unless otherwise stated. Venue: Regent House, Nantwich (Ensure training room)</p> <ul style="list-style-type: none"> • TBC: 28th February 2022, Board Meeting, 6.00pm

Signed:



Position:

Chair of Trustees

Date:

25th February 2022