

**Minutes of Visyon Ltd Trustee Meeting,  
held on Monday 1<sup>st</sup> July 2019 at Visyon, Fellowship House, Congleton**

Item No.	Item
01.07.01	<p><b>Introductions, Apologies &amp; Conflicts of Interest</b></p> <p><b>Present:</b>            Chrissie Cooke (CC) (Chair)            Andrew Brabban (AB)            Adi Dean (AD)            Liz Johnson (LJ)            Louise Dooks (LD)</p> <p><b>Apologies:</b>            Rob Lilley (RL)            Andrew Leahy (AL)</p> <p><b>In Attendance:</b>            Theresa Pass (TP)            Laura Whitaker (LW)            Pat Walsh (PW) Minute taking</p> <p><b>Mentioned in minutes:</b>            Service Effectiveness Group (SEG)            Financial Sustainability Group (FSG)            Internal Governance Group (IGG)</p> <p>CC opened the meeting.</p> <p>LD recorded a potential conflict of interest as she is working for national MIND and may be advising a local MIND organisation on a contract that Visyon is tendering for. Agreed that when the topic arises LD will be excused until the discussion is over.</p> <p>It was agreed that these conflicts do not affect any of the business on this meeting's agenda. No other conflicts were recorded with any of the business on this meeting's agenda.</p>
01.07.02	<p><b>Minutes and Action Log:</b>            The minutes of the Trustee Meeting of 29<sup>th</sup> April 2019 were accepted as a true record of the meeting.</p> <p>Action: PW to remove reference to 'pre meeting' in future agenda. Trustee meetings will in future start at 6.00pm unless otherwise stated.</p> <p><b>Action Log</b></p> <p>17.06.05 Trustee Chair and Deputy Chair job descriptions – CC said these have been completed and will now be distributed.</p> <p>18.08.02 Alignment of annual accounts and management accounts – to be followed up by FSG. Email confirmation that this item has been completed requested by CC – action then to be closed.</p> <p>Action: TP to provide update for the next meeting.</p>

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01.07.03	<p><b>Risk register:</b> Risk register received and noted. To be reviewed at the end of the meeting.</p>
01.07.04	<p><b>Safeguarding:</b> TP stated that safeguarding cases have generally remained steady over recent weeks and an overview is included in the Therapy Services Report provided. LW added that historically safeguarding cases increase before the end of the school term before reducing again during the holiday period. LW said safeguarding cases are largely clinical risk.</p> <p>TP told the meeting that more recently additional members of the staff team have been involved in case management. This has been beneficial in respect of reducing the time commitment for members of the SMT and also in respect of upskilling the staff drafted in.</p> <p>CC said that she would like a regular meeting to be set up for the team and AL to discuss safeguarding. Additionally AL's links within CAMHS may be helpful for the organisation.</p> <p>Action: AL and TP to arrange the start of these meetings.</p>
01.07.05	<p><b>CEO's report:</b> Confirmation was given that the CEO's report and additional reports had been read by members present at the meeting.</p> <p>AB spoke of the work undertaken to convert the window in the kitchen into a serving hatch. The cost of this work is to be paid for out of reserves. AB asked if trustees need to approve payments of over £1000. TP confirmed that is her understanding and that the cost of this work is less than £1000. LJ added that this is in accordance with the Finance Policy. As it is some time since the Finance Policy was reviewed CC requested that the FSG consider this and then bring the reviewed policy to the trustees meeting for signing off.</p> <p>LD commented that the reporting for the Board is excellent. There has been a significant improvement over the last two years and the reports are clear and helpful. CC agreed and added that the reporting shows how service users are benefitting and the impact of services provided by the organisation.</p> <p>LJ raised a query in respect of the Space to Talk First Year report about the number of sessions clients come in for. In response LW explained that most service users will attend for just one session. However some clients may want a follow up session, for example to discuss strategies or to touch base while they are waiting for a 1:2:1 counselling appointment.</p> <p>In respect of the Parent Empower Hour Evaluation report CC asked about the number of parents providing feedback. From the ten parents enrolled on the course eight attended the first session and completed the course. Feedback was not obtained from all parents. In clarification LW explained that the course ran for eight weeks and one parent dropped out as they were unable to continue to attend, one parent dropped out as the course was not what they had expected and for one parent feedback was not arranged. In</p>

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	<p>response to a question from CC TP said that the information from the evaluation will be used to support applications for further funding. LW added that the evaluation demonstrates the impact of the course. In respect of future course content the evaluation will be helpful in selection of topics and the balance of the course.</p> <p>LD mentioned a report to be published tomorrow highlighting that parents are the most difficult group to engage with. TP spoke of the difficulty of feeding information into national strategy. LD and TP to discuss further outside this meeting.</p> <p>In respect of the Business Support report AB asked about mentoring services and whether a waiting list is kept. LW explained that currently she manages the waiting list for mentoring services rather than the administration team so details are not included in the Business Support report.</p> <p>LJ asked about waiting lists and if there are reasons for the longest waiting times. LW confirmed that the clients waiting for the longest periods may have specific requirements, e.g. restricted availability. There may be difficulty in contacting the client or there may be no suitable counsellor available. Discussion took place about NHS waiting list times and meeting contractual targets. LW confirmed that the organisation is meeting contractual requirements. Waiting list numbers and times are high due to the increase in referrals and demand for service together with recruitment changes. In response to an enquiry from LD, LW confirmed that acuity prioritisation does take place.</p> <p>With reference to the Visyon Education Report CC asked for clarification of the target for 2019/20 of 25 for training and support in developing wellbeing pathways. TP indicated this will be provided in the next report.</p> <p>CC requested that data from the reports be reflected in the report for the AGM and Annual Report.</p> <p>AB commented that some of the information in the contract management spreadsheet does not appear to be up to date. TP agreed that this will be looked again with the new Fundraising Officer is in post.</p> <p>In respect of the Bid Plan AB said that this had been discussed at the FSG and the plan is helpful. However formatting changes would allow data analysis to be carried out. TP agreed that the Bid Plan and financial data need to be aligned. TP added that this can be discussed further at the FSG, and with the Finance and Fundraising Officers when they are in post.</p>
<p><b>01.07.06</b></p>	<p><b>Chair's report:</b> CC said, apart from one, all trustees' appraisals have now been completed. CC will now prepare a summary report detailing the discussions, and recommendations for trustees' development. To ensure a resilient Board trustee recruitment is a priority. Preferably three or four more trustees are required and current trustees have been asked to assist with the recruitment</p>

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	<p>of potential trustees. CC spoke of Board development as a focus to ensure that the Board have the skills to deliver the organisational strategy.</p> <p>CC confirmed that the review of job descriptions for the roles of Trustee, Chair and Deputy Chair have been completed and will now be distributed as final documents.</p> <p>Discussion took place about options considered in respect of the duties and time limits for the roles. However at this time, to allow for flexibility, it was decided that the Chair should manage this, with agreement by the Board, on an individual basis.</p> <p>CC spoke of the involvement of Pilotlight and the coaching and support being provided to Visyon. CC and AB have been involved in a telephone conversation with Pilotlight members and TP is meeting each month with their representatives. CC will be going with TP for the next meeting in London which will focus on governance and finance. TP added that Pilotlight members would also like to engage with LW and SR.</p> <p>CC has been invited by Just Drop In to attend a meeting with that organisation and CLASP to discuss partnership working in respect of the Cheshire East contract.</p> <p>CC and AL are due to be attending CVS training, Volunteers and the Law, on 10<sup>th</sup> July.</p>
<p><b>01.07.07</b></p>	<p><b>SEG Chair's update:</b> LD told the meeting that the SEG has not met since the last trustee meeting and so there is no update at this time. The next SEG meeting is scheduled for 10<sup>th</sup> July.</p> <p>As this is LD's last trustee meeting a new Chair for the SEG will be required. Clarification on what KPIs will be required by the trustees would also be helpful. LD added that all notes are up to date. CC said that clarity around the organisational strategy is required first. CC spoke of developing an overview / dashboard to illustrate how the organisation's services are being received, financial health, staff views, and the public's view of the organisation. This could be updated every couple of months. TP commented that financial and service delivery information is available but may need some formatting. Staff information is not currently gathered but potentially the intranet could be used to gain this information. CC indicated that she will join the SEG meeting on 10<sup>th</sup> July.</p>
<p><b>01.07.08</b></p>	<p><b>FSG Chair's update:</b> No update for the meeting. No meeting of the FSG has taken place since the last trustee meeting. The FSG is due to meet next on 4<sup>th</sup> July.</p>
<p><b>01.07.09</b></p>	<p><b>IGG Chair's update:</b> No update available for the meeting. AD and LJ will now share IGG responsibilities due to AD's increased business commitments. CC commented that list of policies and procedures has been sent to the IGG with</p>

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	<p>prioritisation. The framework for the corporate governance document will also be made available to the IGG. The aim is for the review to be completed by October. If there are any problems with this CC asked that notification be given and a risk assessment and prioritisation can then be carried out. TP is currently working on the Fundraising Policy.</p>
<p><b>01.07.10</b></p>	<p><b>Management Accounts and Budget:</b>          April and May accounts were distributed prior to the meeting. AB had queries about project costs and café profit. These will be discussed at the FSG meeting later this week. TP confirmed that the café will be serving, drinks and packet snacks only, to paddling pool customers when café volunteers are in place. Community Engagement and Fundraising Officer, EV, will be delivering training next week to café volunteers.</p> <p>CC's query concerning salaries will also be discussed at the FSG meeting.</p> <p>TP spoke about the Comic Relief bid submitted recently which includes core funding. The outcome of the bid submission will not be known until January 2020. TP added that full cost recovery also needs to be discussed at the next FSG.</p> <p>LD asked about community fundraising and in response TP said this is unpredictable. EV is working well with Community Ambassadors and there has been positive news for next year as Visyon is a nominated charity of the next mayor for Congleton. NWF are also fundraising for Visyon throughout this year.</p>
<p><b>01.07.11</b></p>	<p><b>Health &amp; Safety:</b>          TP reported that recently lead has been stolen from the roof at the Congleton office. The incident has been reported to the police and insurers. AD will advise on the H &amp; S requirements for contractors engaged to complete the repair work.</p> <p>TP confirmed that members of the public using the paddling pool will not generally have admission to the Congleton office building. Refreshments will be served through the serving hatch.</p>
<p><b>01.07.12</b></p>	<p><b>Policies and Procedures:</b>          A GDPR Policy, Operational Compliments, Comments and Complaints Policy, and Operational Compliments, Comments and Complaints Procedure were distributed with meeting papers.</p> <p>TP confirmed that BD, DPO, and RL completed the review of the GDPR policy.</p> <p>AB commented that it would be helpful to have a copy showing tracked changes for reviewed policies. TP agreed that this will be sent in future.</p> <p>AB's further comments will be sent by email.</p>

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	With reference to the Operational Compliments, Comments and Complaints Policy AB questioned the wording in respect of providing translated documents. CC advised that TP and LW consider and review the wording accordingly. CC added that page 3, stage 3 should include – ‘IGG will be acting on behalf of the trustees’.
<b>01.07.13</b>	<b>Strategy / Development and Objectives:</b> TP provided a consultation presentation as an update to work being carried out with SC. TP said SC’s input has been very helpful. Discussion took place about the contents of the presentation. Key themes to emerge are collaboration and communication both internal and external. With this in mind a staff picnic has been planned later in the month. Feedback from service users has highlighted the need to continue to look at alternative venues in Crewe. CC spoke of using the key theme headlines from the work to date with SC for the AGM. TP hopes that SC will be available to attend the trustee meeting in September. The presentation slides will be sent to trustees.
<b>01.07.14</b>	<b>Risk Register:</b> Potential risk in respect of trustee numbers to be added to the register. No further changes.
<b>01.07.15</b>	<b>A.O.B</b> At LD’s last meeting CC thanked LD on behalf of the trustees and staff for her commitment and time given to the role.
	<b>Dates of next meetings</b> All meetings 6pm unless otherwise stated. Venue: Fellowship House, Park Road, Congleton <ul style="list-style-type: none"> <li>• Monday 16<sup>th</sup> September 2019, 3.00 – 5.00pm</li> <li>• Monday 16<sup>th</sup> September 2019, 5.30 – 8.00pm, AGM</li> <li>• Monday 18<sup>th</sup> November 2019</li> <li>• Friday 20<sup>th</sup> December 2019, 12.00pm onwards, Christmas Social</li> </ul>

Signed.....

Position.....

Date.....