

**Minutes of Visyon Ltd trustee meeting,
held on Monday 16th October 2017 at Fellowship House, Park Road, Congleton**

Item No.	Item
17.10.01	<p>Introductions, Apologies & Conflicts of Interest</p> <p>Present: Chrissie Cooke (CC) (Chair) Liz Johnson (LJ) Louise Dooks (LD) Rob Lilley (RL) Jenny Hawkes (JH) Andrew Leahy (AL)</p> <p>Apologies: Andrew Brabban (AB)</p> <p>In Attendance: Gervase McGrath (GM) Sandi Marshall (SM) Minute-taking</p> <p>Mentioned in minutes: Service Effectiveness Group (SEG) Financial Sustainability Group (FSG)</p> <p>CC opened the meeting. RL recorded a potential conflict of interest as he supplies IT services to Visyon. LJ recorded a potential conflict of interest as she provides commissioning support to Cheshire CCGs. LD recorded a potential conflict of interest as she is employed by MIND. No conflicts were recorded with any of the business on this meeting's agenda.</p>
17.10.02	<p>Minutes and Action Log</p> <p>Minor changes were made to the minutes from the Trustee Meeting held on 21st August 2017, which were then accepted as a true record.</p> <p>Action Log:</p> <p>16.10.10 – remodel of health and safety procedures – currently underway with the pro bono support of a consultant – carried over to next meeting.</p> <p>16.12.05 – LJ and RL have requested recruitment documentation from SM in order to complete the HR audit. LJ and RL to then send written report to GM before bringing to next meeting.</p> <p>16.12.05 – CC reported that she has decided to postpone the Data Quality audit planned for this month until after the Civi database overhaul – to be carried out in January and brought to February's meeting.</p> <p>16.12.07 – Datasets for HR and service delivery – GM reported that the SEG has agreed datasets for service delivery. The HR dataset will include staff turnover, absenteeism, disciplinaries, grievances – GM to send sample report by end of November for discussion in December's meeting.</p> <p>17.04.03 – CC has written to AL to set out key responsibilities of Safeguarding Lead role – closed</p>

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	<p>AL, CC and GM to have levels 3 and 4 safeguarding training, and possibly level 5. GM to discuss with SR.</p> <p>17.04.12 – CC and GM have discussed Visyon objectives for coming year – carried over to next meeting</p> <p>17.06.05 – Chair and Deputy Chair job descriptions to be revised. – carried over to next meeting. CC will be away from 17/11/17 until the beginning of January 2018. AL to act as Chair in CC’s absence.</p> <p>17.08.02 – FSG agreed to raise capitalisation threshold to £1,250 as advised by the auditors – Financial Controls Document to be amended and brought to next meeting.</p>
<p>17.10.03</p>	<p>Risk Register The risk register was reviewed. Items O4: <i>Complexity of referrals exceeding the skills available in the team compromising the safety of the client and the integrity of the Visyon offer</i>; O1: <i>Loss of key members of staff impacting ability to deliver high quality services</i>; and QSD2: <i>Volume and intensity of safeguarding issues affects Visyon’s capacity to deliver</i> were identified as the current highest risks to Visyon.</p>
<p>17.10.04</p>	<p>Safeguarding GM reported that there has been a significant increase in Causes for Concern following the summer break. The safeguarding team reviewed 60 Causes for Concern this week, and 41 of these have remained on the agenda as active concerns. The nature of Causes for Concern has changed significantly recently, as most are now in relation to the clients’ mental health, with very few relating to child protection issues. GM informed the trustees of a current significant case. GM also detailed 2 recent cases of high risk inappropriate referrals from local GPs and explained that managers and admin staff are currently spending a considerable amount of time managing referrals. He explained that all referrals are being directed to an online form on the Visyon website. This includes a short questionnaire based on YP-CORE, which produces a score. If the score is 25 or below, the admin staff add the client to the waiting list. If the score is 25 or over, the referral is reviewed by the practise managers who make a decision about whether they are appropriate for Visyon or not. GM explained that the level of referrals has drastically increased recently. Visyon has now received considerably more referrals than we are contracted to deliver, and this applies to all our contracts. This has serious implications for capacity for delivery, management and admin, and also for the client risk levels being managed by Visyon. Visyon does not currently have a contract for the work being provided to SC and VR CCG. We have been delivering this for 6 months and the CCG are asking for various conditions which are unreasonable within the scope of the funding, and which were not stipulated before delivery began. A discussion took place with the following actions agreed: Visyon is to stop taking referrals for locations where the amount of referrals received has exceeded the amount we are contracted for. The trustees will hold a meeting in January to discuss the implications of, and make a decision about whether or not Visyon should pursue NHS contracts in</p>

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	<p>future. SM to set date. GM and LJ to circulate information on the standard short form contract before then.</p> <p>GM to ask SC and VR CCG for grant funding for the service already being delivered; LJ is to provide advice to GM on this.</p> <p>AL and LJ to work with GM and the management team to support the development of referral management systems.</p> <p>GM to work with CAMHS to get onto Practise Learning Time (PLT) agenda to train GPs on appropriate referrals.</p>
17.10.05	<p>Chair's Report</p> <p>CC reported that the trustee recruitment ad can go out. All agreed to hold an open afternoon in December, at which the trustees can meet with candidates and discuss the role. The selection process will then take place in January.</p> <p>LD reported that she and SM attended a training day on trustees and governance. SM to scan the training info and circulate.</p> <p>AL reported that he is attending a training day in London on the role of trustees.</p> <p>JH reported that she had attended the internal Visyon safeguarding training and was very impressed.</p>
17.10.06	<p>Chief Executive's Summary Report</p> <p>GM reported that somebody been appointed as Tools for Schools Project Manager. Recruitment is underway for N.Ds replacement.</p> <p>GM answered AB's email queries: regarding the volume of referrals from duty psychiatrists, GM confirmed that this happened approximately once a month; regarding GM's work with the Cheshire Community Foundation, GM confirmed that this was in a personal capacity, but that he is always a representative of Visyon; regarding whether it is easier or harder to fill vacancies than it has been in the past, GM confirmed that it is the same as always and often dependant on factors outside Visyon's control (such as the time of year).</p> <p>GM reported that in the last week, Visyon hosted an event for major funders through the Cheshire Community Foundation.</p> <p>GM clarified that the 'transition failures' he referred to in his report were instances where young people are supposed to be supported into another service, but aren't; and 'birthday victims' are young people who are 6 months younger than the cut-off age for the service, who are told to wait for another service.</p>
17.10.07	<p>Data Quality Audit Report</p> <p>The Data Quality Audit report was deferred to the meeting in February 2018.</p>
17.10.08	<p>Service Effectiveness Group Chair's Update</p> <p>LD to circulate the minutes of the last SE Group meeting. The trustees need to give a steer on KPIs. The aim is to have a report similar to the MI pack.</p> <p>The next SE Group meeting will take place on 20th November, at which KPIs will be discussed, as well as the Civi overhaul, the young person's journey, and the contract management spreadsheet.</p>
17.10.08	<p>Financial Sustainability Group Chair's Update</p> <p>RL reported that the FS Group is working on a measure for recovered overheads in grants and contracts. They are also working on a forward-planning system for big grants (such as the Reaching Communities grant).</p> <p>RL to rearrange the next meeting as he will be on holiday.</p>
17.10.09	<p>Management Accounts and Budgets</p>

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	The MI pack was discussed. CC queried if Visyon are able to pay redundancies for the staff if necessary. GM confirmed that this is covered by the reserves and not therefore shown in the MI pack. AP to produce a statement for the December meeting to aid discussions of the NHS contracts. Statement to include redundancy liabilities and reserve position.
17.10.10	Health & Safety There were no health and safety incidents to report.
17.10.11	Risk Register All agreed that O4 is the biggest risk; O1 and QSD2 risk levels should reduce if O4 is addressed. Actions were agreed. AL and LJ to support management team in the development of referral management systems; letter to go to the medical director; meetings with CAMHS to be called as a matter of urgency; report to be compiled on how long causes for concern are live; AL to complete audit of inappropriate referrals.
17.10.12	Strategy / Development and Objectives To take to the January meeting.
	Dates of next meetings All meetings 6pm for discussion before 6.30pm business meeting. Venue: Fellowship House, Park Road, Congleton <ul style="list-style-type: none"> • Monday 18th December 2017 • Monday 19th February 2018 • Monday 16th April 2018 • Monday 18th June 2018 • Monday 20th August 2018 • Monday 15th October 2018

Signed.....

Position.....

Date.....