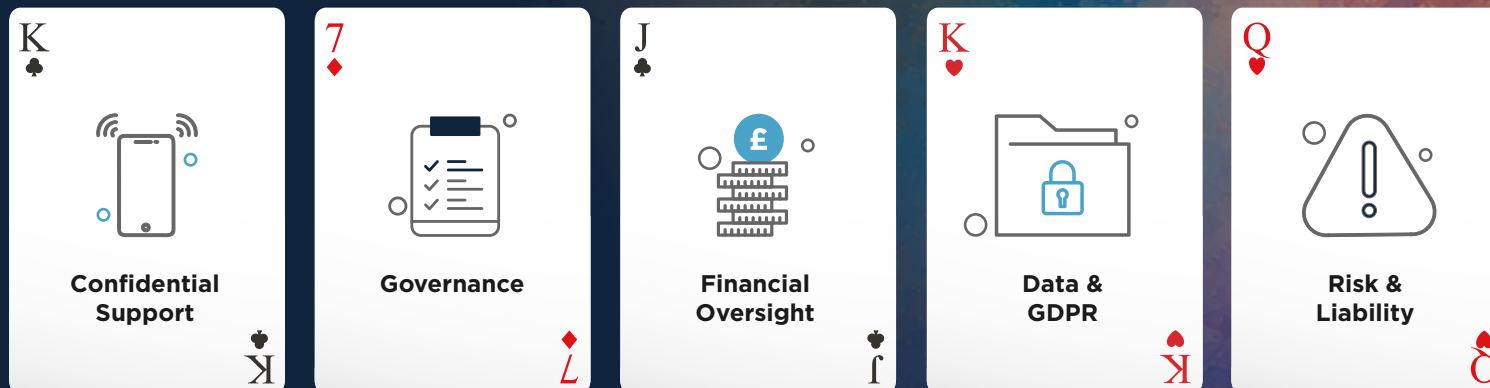




Trustee Deck



Protecting and Supporting Trustees

Independent. Confidential. Impartial.

Built by Trustees, for Trustees.

100% of profits reinvested into mental health support.

Everyone needs somewhere to turn

STAFF	• Managers • HR • Grievance • Whistleblowing • Unions
VOLUNTEERS	• Policies • Safeguarding • Reporting routes
TRUSTEES	Who do you turn to?

Trustee Deck fills that gap.

Confidential, impartial support when you have a question, concern or simply need to reality-check something - without automatically involving the wider organisation.

When the concern involves the Chair, CEO, another Trustee or the Board itself, having somewhere independent to turn matters.

Because Trustees need somewhere to turn too.

Being a Trustee carries responsibility

Being a Trustee is not simply a voluntary position around a Board table. It carries legal duties, responsibilities and accountability.

If your charity is a company, you are also a Company Director - bringing duties under both Charity Law and Company Law.

- ☒ **Fiduciary duties**
- ☒ **Charity Law**
- ☒ **Company Law**
- ☒ **Regulators**
- ☒ **Governance**
- ☒ **Oversight**



Trustees make decisions collectively. Disagreeing, staying quiet or assuming somebody else is dealing with it does not remove the need to question and challenge where appropriate.

- ☐ **"I didn't know."**
- ☐ **"I wasn't involved."**
- ☐ **"I assumed it was being dealt with."**

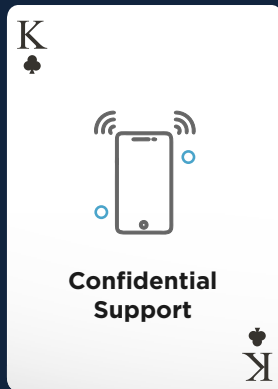
May not be enough.

You are not expected to know everything. But when your responsibilities, reputation or the charity itself could be at stake, asking questions matters.

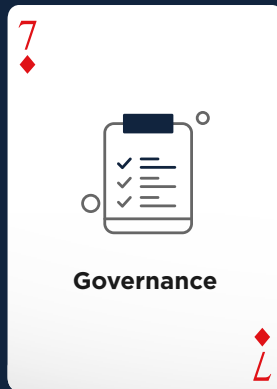
You don't need to know the answer.
You need to know when to ask.

Trustee Deck at a glance

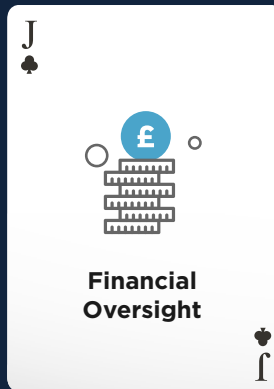
Nine practical ways we support Trustees.



Someone independent to talk to.



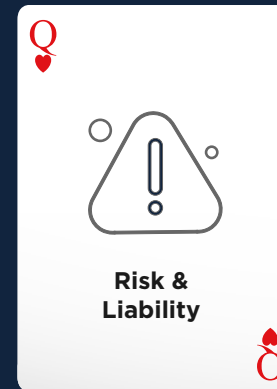
Decisions made properly.



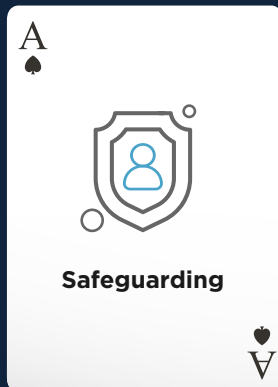
Knowing what to question.



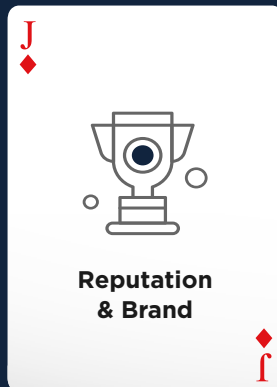
Keeping sensitive information protected.



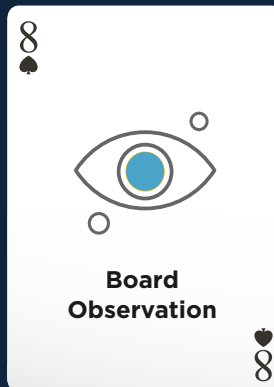
Understanding your exposure.



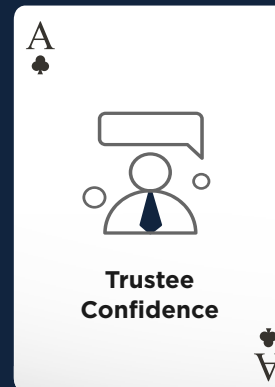
Knowing when to act.



Protecting what you've built.



An independent perspective.



Finding your voice.

Being a Trustee
is not the same as
being a volunteer.

Would you question it?



CENTRALISED DECISION-MAKING

“The Chair and CEO seem to make decisions before they reach the Board.”



QUORUM

“We didn’t have enough Trustees present, but decisions were still made.”



DATA SECURITY

“Sensitive charity information is being sent to someone’s personal or other employer’s email account.”



TENURE

“The same Trustees keep being reappointed. Does our governing document actually allow it?”



BOARD DOMINANCE

“One person dominates decisions and people have stopped challenging.”



FINANCIAL OVERSIGHT

“I’m uncomfortable with the figures, but everyone else seems happy.”



BULLYING & INTIMIDATION

“I’ve stopped questioning decisions because of the reaction I get.”



THE GUT FEELING

“Something just doesn’t feel right.”

That’s exactly when to talk to us.

You don’t need to make an allegation or know which rule might have been broken. You just need somewhere independent to ask the question.

Sometimes you just need to talk

Not every concern needs a formal complaint, a lengthy email trail or immediate escalation.

Sometimes you simply need to pick up the phone and talk it through.

SUPPORT	HOW
Talk	A confidential conversation when you need to reality-check a concern.
Question	Understand whether something needs challenging, recording or further advice.
Challenge	Test your thinking before deciding what to do next.
Escalate	Where appropriate, help take the concern to the Board while keeping the focus on the issue, not the individual.

No hourly clock. No charge per conversation.

We don't provide the charity with monthly contact logs identifying which Trustees have spoken to us or what they wanted to discuss.

Confidentiality isn't an add-on. It's fundamental to making the service work.

Raise the issue. Not the individual

A concern raised by one Trustee can become personal. It can be difficult to challenge a Chair, CEO or dominant voice around the Board table.

Trustee Deck can help you structure the concern, consider what should happen next and, where appropriate, present it independently to the Board without unnecessarily identifying the Trustee who first raised it.

**The issue - rather than
the person raising it -
becomes the focus.**

**You don't have to
challenge alone.**

You don't need to have a problem to talk to us

Good Trustees are curious, informed and confident enough to ask the right questions.

Trustee Deck Confidence provides confidential one-to-one support to help Trustees grow into the role and make a greater contribution around the Board table.

-  **New Trustee**
-  **New Chair**
-  **First set of charity accounts**
-  **Not sure what you should be challenging**

We can help you prepare for meetings, understand Board papers, structure questions, challenge constructively and recognise the difference between governance and operational involvement.

Better informed. More confident.
Greater impact.

No judgement. No silly questions



Confidence around the Board table

“How do I challenge this without making it personal?”

“I disagree with the Chair. How do I structure my challenge?”

“What should I be looking for in these accounts?”

“Am I governing – or getting too involved operationally?”

“I’ve read the Board papers. What questions should I be asking?”

“I’m new to this. What don’t I know that I should know?”

We help you prepare, structure your thinking and build confidence before the meeting – confidentially and without reporting back that you asked.

Your development.
Your confidence.
Your conversation.



One Deck. Three ways to support your Trustees

Simple per-Trustee pricing. No hourly clock and no charge every time somebody picks up the phone.

	SUPPORT	CONFIDENCE	COMPLETE
Purpose	Somewhere independent to turn	Become a more confident Trustee	Support + Confidence + Board assurance
Confidential phone access	✓	—	✓
Reality-check concerns	✓	—	✓
Confidential escalation	✓	—	✓
Governance / risk questions	✓	—	✓
One-to-one coaching	—	✓	✓
Meeting preparation	—	✓	✓
Structuring questions	—	✓	✓
Confidence to challenge	—	✓	✓
Trustee development	—	✓	✓
Board observation / assurance	—	—	✓
PRICE	£1 per Trustee / day	£2 per Trustee / day	£3 per Trustee / day

What do you invest in the people responsible for governing your charity?

We understand the responsibility We carry it too

MH360 is a charity providing mental health support since 2003.

Our team holds Trustee roles across charities ranging from national organisations to smaller community charities.

We don't just support Trustees. We are Trustees too.

Our experience includes Director-level roles within national law firms, regulated and compliance-led environments, alongside over 30 years' experience in data management and information security.

Trustee experience. Legal sector insight. Data expertise. Independent perspective.

Purpose before profit.

100% of our profits are reinvested into providing mental health support.

By choosing Trustee Deck, you're supporting your own Trustees while helping us support people too.

Trustee Deck



You don't need to know the answer.
You just need to know when to ask.

Talk. Question. Challenge. Escalate.
Independent. Confidential. Impartial.
100% of profits reinvested into mental health support.

Part of the MH360 family.

Meet the MH360 family



Get in touch:

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✉ hello@mentalhealth360.org.uk

🌐 www.mentalhealth360.org.uk