

**Minutes of the VSS Board Meeting No 40**  
**Tuesday, 16 May 2017, 9.30am**  
**Seatem House, Belfast**

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**Board Members Present:**

Oliver Wilkinson	Board Member (Chair)
Séamus Magee (SM)	Board Member
Patricia Haren (PH)	Board Member
Beverley Clarke (BC)	Board Member
Bertha McDougall (BMcD)	Board Member
Stephen McIlveen (SMcl)	Board Member

**VSS Officers in Attendance:**

Margaret Bateson (MB)	Accounting Officer and CEO
Geraldine Hamilton (GS)	Head of Health and Wellbeing
Maria McKeown (MMcK)	Business Support Officer (Minutes)

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**A Apologies**

A1 Apologies were received from RS and BS.

**B Minutes of Previous Meetings**

B1 11 April 2017. The minutes of the previous meeting were agreed.

**C Action Points**

The Board asked the CEO to provide an update in relation to the outstanding action points.

**16.2.16: AP4:** The Tri-lateral meetings re-convened on 29 March 2017 and it was agreed the MoU will be reviewed in light of the new CVS Standards and operational focus of the Tri-lateral. VSS comments have been issued to CVS in relation to the MOU and the final version is expected in July 2017.

**25.10.2016: AP2:** The recent recruitment process did not result in the appointment of an Accountant to the ARC. This will be re-advertised. Deadline for closure of action point extended from March 2017 to September 2017.

**13.12.2016: AP1:** VSS to schedule next Policy and Resource Sub-Committee. This will be replaced with the HWB Committee in June 2017 per the Board Planning session in April 2017.

**MSFM 4.4.3:** The Board request to meet Ministers has been sent. Meeting was being scheduled. Now on hold pending current political situation.

The Board noted that all other action points are complete.

## **D Conflict of Interest**

D1 The Board reviewed the Supplier List.

D2 No conflicts of interest were declared.

## **E Chairman's Report**

The Chair presented his update report, noting the activities undertaken. The Chair provided further detail in relation to his meeting with the Commissioner and requested an update from VSS SMT on initial findings from the implementation of the New Service Delivery model that VSS has implemented in 17/18.

GM advised that the issuing of the self-directed assistance payments was progressing smoothly. It is too early to comment on the Needs Based Approach. Organisations within the community and voluntary sector are currently recruiting HWB Case Workers and Advocacy Support Workers, with inductions planned over the summer.

## **F CEO and Accounting Officer update**

The Board asked the CEO to present this report.

MB referred to Annex 1 and discussed in detail the future VSS SMT reporting to the Board and others which will focus quarterly on aligning current TEO requirements alongside new reporting on the Monitoring and Evaluation of Outcomes.

The Board will continue to meet monthly to discuss a suite of strategic 'big ticket items'.

This had been agreed at the Board Strategic Planning day on 27<sup>th</sup> April 2017. The Board thanked the SMT for their work in this area and approved the proposed improvements.

## **F1 Progress against Budget**

The Board asked CEO to present this paper. Progress to date was noted with no major issues reported.

## **F2 MOU**

The Board reviewed this paper. It was noted VSS will meet with CVS to discuss amendments and take forward by July 2017.

## **G 2017/18 Update and beyond**

### **G1 INP**

The Board asked the Head of Health and Wellbeing to present this paper.

The key points highlighted were:

- All operational KPIs are on broadly on track. No further update to previous CEO/AO discussion.
- VSS received approval for spot check from TEO on 2 May 2017 to allow service delivery to progress as planned.
- Written communication to individual victims and survivors complete by 9 May 2017.
- 5,680 individuals may be eligible for support. Communication has been issued to 5,400. The remainder relate to individuals who were unable to be contacted via the spot check or they have not yet used their 2016/17 awards.
- VSS call handlers trained and supported to handle queries about new service delivery model – this training completed in March 2017.
- NI Direct handling incoming calls from 11.04.17 onwards, provisionally until 31.07.17.
- Health & Wellbeing Case Managers engaging directly with clients deemed as vulnerable either by telephone or a face to face basis pending recruitment of the HWB Casework network within the community and voluntary sector.
- VSS Head of Health & Wellbeing and VSS Caseworker continue to attend the Belfast Strategic Partnership (BSP) Mental Health & Emotional Wellbeing Thematic Group meetings, and engage with the Belfast Health Development Unit (BHDU).
- VSS Head of Health and Wellbeing: weekly engagement ongoing with HSC re: development of Mental Trauma Service.

## **G2 VSP**

GH reported no significant new activity in this area since last month and the previous 6 months of application assessments and issuing of contracts had been previously reported. The key focus is now implementation and design and development of Guidance Notes and Operating Manuals. The Board noted this paper.

## **H Board Strategic Planning**

### **H1 Corporate Business Plan 2017-2020**

The CEO carried out a presentation on the draft Corporate Plan 2017-2018 and obtained feedback from the Board for inclusion prior to submission to TEO.

### **H2 Board Strategic Planning Day**

The CEO presented this paper which outlined what was agreed at the Board Strategic Planning day on 27 April 2017.

MB highlighted the following key points:

There was collective agreement that the VSS Mission and Vision should remain from 2017 onwards.

The VSS Board carried out a brainstorming exercise and there was collective agreement on the following 'Big Ticket Items':

1. Stakeholder Perspectives including Communication and Engagement
2. Post-2019 victims strategy/succession planning (What, how, when)

3. Clinical governance (Including supervision, Take 5)
4. Mental Health Trauma Service
5. Transgenerational Research and link to Services
6. Building relationships across all sectors/agencies

There was agreement that Board meetings to review progress against the Business Plan, KPI, clinical and corporate governance requirements would take place quarterly

A Mid Year Review (6 months) and Year End Review (12 months) would also take place in addition to a specific session at least once per year on future planning.

Further Board meetings would take place per year with a key focus on one or more of the 'Big Ticket Items' and/or 'Difficult Issues'

Going forward there will be two Sub-committees:

- Corporate Governance: Audit and Risk Committee
- Clinical Governance: Health and Wellbeing Committee

The following Board members were appointed to the Health and Wellbeing Sub-Committee: PH and SMcL and BC.

***AP1 Business Support Officer to schedule first meeting for Health and Wellbeing sub-committee.***

The following Board members remain on the Audit and Risk Sub-Committee: BMcD, SM and RS.

## **I Board Sub-Committees**

### **I1 ARC Chairman Report**

The Board noted this paper in particular the results of the spot check on 16/17.

## **J Standing Agenda Items**

### **J1 Compliance Update**

The Board asked CEO to present this paper.

MB provided an update on current suspected fraud cases.

MB also provided an update on each of the Debt Recovery matters.

There were no new whistleblowing reports made in January to April 2017.

There were no new ombudsman made in April 2017. It was noted one new one was received on the 3 May 2017.

There was two FOI requests made in April 2017 which are currently ongoing.

### **J2 Complaints and Appeals**

There were no complaints or appeals for the Board to consider.

**J3 Client risk update**

One client added to the risk register, Client's GP was contacted this case is now closed.

**J4 Board Training Update and Questionnaire**

The Board noted this update.

**J5 Board 2016-17 Self- Assessment Questionnaire and Report**

The Board noted this report.

**J6 Board Self-Assessment Update**

The Board noted the update provided and the progress against the outstanding actions.

**J7 Board Attendance Update**

The Board noted this update.

**K Any other Business**

CEO discussed letter from Companies house in relation to a Board Member's Registration address. The Board noted this letter. No action is required from the Board.

**L Date of Next meeting**

The date of the next meeting is scheduled for Tuesday, 13 June 2017 at 9.30am in Grosvenor House. This will focus on Take 5.