

## **Minutes of the VSS Health & Wellbeing Committee Meeting 9**

**Tuesday 18<sup>th</sup> February 2020**

**VSS Board Room, Belfast**

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### **HWB Committee Members Present:**

Beverley Clarke (BC)	VSS Board Member & Committee Chair
Patricia Haren (PH)	VSS Board Member

### **VSS Officers in Attendance**

Andrew Walker (AW)	VSS Acting CEO
Aongus O'Keeffe (AO'K)	VSS HWB Programme Manager

### **A Apologies and Welcome**

Apologies noted from Stephen McIlveen (SMcI) VSS Board Member

It was noted that Stephen has resigned from the Board.

The Committee asked the SMT to consider the process for co-opting a HWB committee member as appropriate with due consideration of the benefit of additional clinical skills.

It was also proposed that a HWB Case Manager could attend the HWB Committee on a rotating basis to gain experience on the one hand but also to bring an additional clinical perspective.

### **B Minutes of Previous Meetings**

Minutes of the meeting held on 26 November 2019 were agreed and adopted.

### **C Action Point Updates from Previous Meeting**

AW provided an update on the outstanding action points.

### ***AP1 Volunteering Framework***

A number of organisations going through Investors in Volunteers – Volunteering Health Check. It is anticipated that a funding call will be issued to organisations for other volunteering activity under the framework. This is now likely to be in May 2020 given the current pressures on the organisations.

### ***AP3 Policy Audit***

Stage one now almost complete with safeguarding policies from 52/54 organisations reviewed and brought up to standard. Next level to roll out from April 2020 onwards to look at Handling Unacceptable Behaviour from Members of the Public policies across the organisations. Suggestion from Committee to have a portfolio of policy templates that can be shared with organisations. Some discussion around having a 'Complex Case Strategy' and the possibility of hosting training using particular cases as a basis for this training.

### ***AP5 NISCC Registration***

One HWB Caseworker that have not completed their registration. This sits with NISCC and VSS CM to continue to follow up. It was noted that there is a need to look at the insurance implications of the one HWB Caseworker still awaiting NISCC registration.

### ***AP8 Social Isolation Framework***

The funded organisation element (call) not yet determined (continues to be considered alongside other elements of social isolation and volunteering).

### ***AP1 CORE 2***

Question around the inclusion of domestic violence as an indicator in CORE 2. Some discussion regarding use of alternative therapies and forms of support. Reference to a shift towards Trauma informed education & awareness workshops globally instead of therapy *per se* – example provided ([www.blueknot.org.au](http://www.blueknot.org.au)).

## **D Policies: Development and Approvals**

AOK provided an update on Policy developments. No new policies for approval. Proposed update on Protect Life policy presented as track changes.

***AP1 AOK to finalise and circulate to all VSS staff.***

Access NI – Discussion on the changes to how this now operates and the impact on VSS staff. SMT asked to review updated changes in criteria in the last 6 months and carry out an organisation wide update on all Access NI checks.

***AP2 HWB Committee to look at draft Policy for next meeting to be shared by AW in advance***

Committee discussed the use of an external clinical resource to review the VSS Clinical Governance framework. VSS has contracted an individual to progress BACP accreditation at a few of the larger funded organisations and she is also going to review the VSS framework.

## **E Regional Trauma Network**

The date for the revised co-design meeting has now been pushed back to April 2020. This matter was discussed at this morning's Board meeting.

## **F Clinical Governance**

**Safeguarding:** One safeguarding incident reported relating to an employee within a supported organisation. This has been reported by the organisation to the PSNI. VSS preparing a lessons learned paper to share with funded organisations.

**Serious Adverse Incidents:** No cases to report to date in 2019/20.

**Client Risk:** One client added to risk register which related to the Safeguarding issue referenced above

**Unacceptable Behaviour:** No clients or members of the public listed on the register in 2019/20.

**Challenging Engagements with VSS Clients:** VSS is monitoring data on the volume of challenging engagements, which will be used to inform VSS staff thresholds for unacceptable behaviour, but also to establish repeat patterns of negative behaviour towards VSS staff and the impact this has. This is monitored monthly by VSS management, and the Committee will be kept informed. From June 2019, 30 challenging phone calls have been recorded. In terms of frequency one client accounted for 5 out the total recorded calls.

**Training & Development:** Funding and participation information provided to the committee, in relation to the Workforce Training & Development Plan.

As at 23 January 2020, a total of 510 participants have attended training events/courses arranged by the VSS Programmes Team. Training has been provided across a range of areas including: Befriending, Social Media, Safeguarding, Fundraising, Community Resilience, Project / Grant Management, GDPR, Lone Worker, Risk Assessment, Mindfulness, Intergenerational Trauma, Welfare Advice and CoreNET.

#### **G Quarter-End Outcomes Report**

AW provided an update on the Oct-Dec 2019 Outcomes report. Focus of discussion on the Equine pilot and the follow on steps to ensure continuity of alternative therapy options for victims and survivors.

#### **H CEO Exception Report**

Report discussed at Board meeting on morning of same date. Please refer to Board Minutes.

#### **I VSS Staff HWB Programme**

No meetings held or update since last meeting. Office relocation due to commence in March 2020 so projects on hold. HWB Committee will reconvene in April 2020.

## **J HWB Committee Self Assessment**

Committee individually undertook a self-assessment of the effectiveness of the Committee in advance of the meeting using a checklist template designed around the Audit Office's Audit & Risk Committee Effectiveness Checklist. Responses informed discussion and a combined effectiveness assessment will be documented and used to inform the development and improvement of the HWB Committee.

## **AOB**

None

### **Date of Next Meeting**

The date of the next meeting is provisionally scheduled for 12<sup>th</sup> May 2020.

Proposed session with Steve Mungavin on 31<sup>st</sup> March to support / facilitate Committee Governance and effective functioning.