



Minutes of the VSS Board Meeting No 42
Tuesday, 17 October 2017, 9.30am
Board Room 1 and 2, 3rd Floor, Seatem House, Belfast

Board Members Present:

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

VSS Officers in Attendance:

Margaret Bateson (MB)	Accounting Officer and CEO
Andrew Walker (AW)	Head of Corporate Services
Geraldine Hamilton (GS)	Head of Health and Wellbeing
Lizzy Graham (LG)	Governance Officer (Minutes)

TEO Officers in Attendance:

Roberta Dalton (RD)	Interim Head of Strategic Policy, Equality and Good Relations
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A Apologies

Richard Solomon sent apologies for being delayed.

Meet and Greet with TEO Officer

The CEO welcomed Roberta Dalton, the Interim Head of Strategic Policy, Equality and Good Relations.

Board members were introduced and the current direction of the VSS was discussed.

RD left the meeting at 10:05

B Minutes of Previous Meetings

B1 15 August 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.

25.10.16: AP2: The ARC Accountant position will be publicly advertised in for the third time in October 2017. In the event that this is unsuccessful, an ITT will be issued to accountancy firms to co-opt an Accountant for a period of 1 year.

15.08.16: AP1: An invitation was issued by the CEO on behalf of the VSS Board on October 2017 to the Victims Commissioner

15.08.17: AP2: Social Media training took place in September 2017. The Guidance Note is in draft to be finalised by 17 October 2017.

MSFM 4.4.3: There was no update to this action point.

D Conflict of Interest

D1 The Board reviewed the Supplier List.

D2 No conflicts of interest were declared.

E Chairman's Report

The Board noted the Chairman's Update Report.

F Quarter End September 2017

F1 CEO/AO Exception Report

The Board asked the CEO to present this report.

The Board noted that the VSS Business Plan would be reviewed to ensure objectives are more outcome focused.

The Board noted that the VSS budgets are currently on target, however, it was noted that there would be underspend in relation to the Peace IV budget as a result of a delay in the recruitment process within some funded organisations. The VSS has issued a proposal to SEUPB to address this underspend.

The Board noted key updates to the risk register, in particular the addition of a new risk to address the negative impact on staff health and wellbeing due to persistent unacceptable behaviour from clients.

Richard Solomon joined the meeting at 10:30

F2 Quarterly ALB Performance Report

The Board noted this paper and that all agreed targets are on track to be met in 2017/18 at this point in the year.

Geraldine Hamilton joined the meeting at 10:35

F3 Quarterly Assurance Statement

The Board noted this paper, in particular the Board sought assurance from the CEO in respect of the Direct Award Contract awarded to Dr O'Hanlon in relation to the Persistent Pain Pilot project. The Board were content with the rationale provided.

F4 Quarterly Outcomes Based M&E

The Board noted the Quarterly Outcomes Monitoring and Evaluation report. No significant points were noted.

G Board Sub Committees

G1 Audit and Risk Committee – Chairman's Report

The Board noted that there was no report for review due to the timing of the ARC Committees. The next ARC meeting is scheduled for 31 October 2017.

G2 Health and Wellbeing Sub Committee

The Board noted that there was no report for review.

The Head of Health and Wellbeing informed the Board that the Committee was due to review the Unacceptable Behaviour Policy. The next H&WB meeting is scheduled for the end of October 2017.

H Board Workplan and Development

H1 Board Attendance / Work Plan

The Board noted that Annex 1 of the Board Member Attendance and Work Plan paper was to be completed by all Board members by COB on 17 October 2017 for submission to the Department on 18 October 2017.

The Board noted that the November meeting of the Board would mark the 6 month review of Board attendance and work plans.

H2 Board Training Update and Questionnaire

The Board asked the Head of Corporate Services to present this report.

The Board noted that some Members had attended the 4-day Bespoke Introduction to Trauma training course facilitated by Wave and Queen's University Belfast. Feedback from the course was positive.

The Board were asked to contact the Head of Corporate Services to register any training needs they may have identified.

H3 Board Self-Assessment Update

The Board noted this update.

I Standing Agenda Items

I1 Compliance Update

The Board asked the CEO to present this paper.

The Board noted that there was one new suspected fraud case relating to 2016/17 expenditure. There have been no suspected fraud cases identified during the 2017/18 year to date. The Board noted that this offers reassurance that the new service delivery model is operating effectively.

The Board noted the update on the other compliance areas.

The Board noted that there will be an evaluation report prepared to assess the impact of using NI Direct to handle calls. Overall feedback from the period has been positive and number of missed calls has been reduced. It was also noted that the cost of engaging NI Direct was off-set against the usual cost to the VSS of employing agency staff to handle calls during peak times of the year.

I2 Complaints and Appeals

The Board noted that there were no new complaints or appeals to be heard by the Board.

I3 Client Risk Update

The Board noted that during the period no clients had been added to the Client Risk Register.

J Any Other Business

There were a number of items for discussion by members of the Board without VSS staff present.

The VSS Officers in attendance left the meeting at 11:20

K Date of Next Meeting

The next meeting of the Board is scheduled for Tuesday 14 November 2017 at 9:30am in Seatem House, Belfast.