

## **Minutes of the VSS Health & Wellbeing Committee Meeting 8**

**Tuesday 10 September 2019**

**Seatem House, Belfast**

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

Patricia Haren (PH) VSS Board Member

Stephen McIlveen (SMcl) VSS Board Member

### **VSS Officers in Attendance**

Margaret Bateson (MB) VSS Chief Executive Officer

Andrew Walker (AW) VSS Acting Head of Health and Wellbeing

Aongus O'Keeffe (AOK) VSS HWB Programme Manager (minutes)

Emma Dargan (ED) VSS Programmes Manager

### **A Apologies and Welcome**

Beverley Clarke (BC) VSS Board Member & Committee Chair

PH agreed to Chair the meeting in the absence of BC.

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

Minutes of the meeting held on 14 May 2019 were agreed and adopted.

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

AW provided an update on the outstanding action points and noted that action points were now separated from minutes as a stand-alone paper for ease of use.

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

The elements originally envisaged for this framework (supporting the volunteering infrastructure to recruit, retain & reward, as well as supporting individual volunteers with equipment and other items to enhance their volunteering experience) has had limited activity resulting. A review and analysis is required to inform a new strategy to support volunteering

in the victims and survivors sector. For now, VSS will focus on considering the development of a pilot for the provision of respite support for carers who volunteer their time to support victims and survivors of the troubles / conflict. VSS will also explore the possibility of a quality mark accreditation scheme for funded organisations involved in volunteering.

### ***AP2 Policy Audit***

On target and a plan in place to ensure funded organisations have policies that are 'fit for purpose' (including a review of all funded organisations' safeguarding policies).

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

NISCC registration is mandatory for all caseworkers. Two remain outstanding with one organisation. In this case, the organisational application has been accepted and the individual HWB Caseworker applications will follow. All other funded organisations & Caseworkers are registered.

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

Individual Support element of Framework finalised and launched. VSS has incorporated the UCLA Loneliness Scale into the INC and into monitoring systems to allow evaluation. The funded organisation element (call) not yet determined (continues to be considered alongside other elements of social isolation and volunteering).

### ***AP9 Individual Needs Consultation (INC)***

INC documentation being finalised and due to be issued w/c 16 Sept 2019

### ***AP3 Safeguarding Training***

Further session to be arranged to ensure all Board Members and staff have completed training (very few individuals not yet trained – to be combined with training provided for any gaps within funded organisations staff).

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

No new policies presented for review / approval. The following policies are under development and will be provided at the next HWB Committee:

- i. Clinical Risk Management Policy
- ii. Clinical Governance Framework

## **E Regional Trauma Network**

The Committee discussed the ongoing issues/concerns which VSS and funded organisations have in relation to the proposed approach to the RTN (and noted that this had been discussed in more detail at the VSS Board meeting earlier in the day). The CEO has prepared a draft response to the RTN Public Consultation, which will be shared with Board members for comment prior to submission for 1pm deadline on Friday 13 September 2019.

## **F Clinical Governance**

**Safeguarding:** One incident recorded to date in 2019/20. Has been fully dealt with in line with VSS Safeguarding Policy and no ongoing cases to report.

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

**Client Risk:** Two cases to date in 2019/20 added to VSS Client Risk Register. Both now closed and no new cases to report.

**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 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.

**Audit Findings:** Two recommendations open (pending formal closure by audit body responsible), however recommendations have been fully addressed and actions taken.

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

As at 31 August 2019, a total of 362 participants have attended 65 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, Welfare Advice and CoreNET.

Update on WAVE degree and diploma courses provided.

**G Quarter-End Outcomes Report**

AW outlined the changes made to the QEnd Report, summarising the new structure and advising that there will, at each meeting, be the opportunity for this Committee to explore the quarterly report in more detail, with a view to learning and improving.

**H CEO Exception Report**

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

**I Review of HWB Committee Terms of Reference**

Changes to Committee ToR accepted.

**J HWB Committee Annual Report 2018/19**

Committee Chair's Annual Report accepted and adopted as a fair reflection of the Committee's work during the financial year. This will help to inform the Accounting Officers statement on governance within the 2018/19 Annual Report & Accounts.

**9 AOB**

None

**10 Date of Next Meeting**

The date of the next meeting is scheduled for **26<sup>th</sup> November 2019, 2pm to 4pm, VSS.**

**Presentation**

AOK presented some data that further explored the cohorts of individuals receiving Talking Therapy and Complementary interventions that have not demonstrated reliable change/improvement.

*Action point 1: AOK to work with M&E team and others in VSS to take forward further analysis of this data, and to prepare a report and recommendations within 2019/20.*