

Minutes of the VSS Health & Wellbeing Committee Meeting 8**Tuesday 26th November 2019****Titanic Suites, Belfast**

HWB Committee Members Present:

Patricia Haren (PH)	VSS Board Member
Stephen McIlveen (SMcl)	VSS Board Member

VSS Officers in Attendance

Andrew Walker (AW)	VSS Acting Head of Health and Wellbeing
Aongus O'Keeffe (AO'K)	VSS HWB Programme Manager
Emma Dargan (ED)	VSS Programmes Manager (minutes)

A Apologies and Welcome

Beverley Clarke (BC)	VSS Board Member & Committee Chair
Margaret Bateson (MB)	VSS Chief Executive Officer

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

B Minutes of Previous Meetings

Minutes of the meeting held on 10 September 2019 were agreed and adopted.

C Action Point Updates from Previous Meeting

AW provided an update on the outstanding action points.

AP1 Volunteering Framework

The Volunteering Framework is still to be finalised. However VSS has commenced with the Investing in Volunteers (IiV) accreditation through Volunteer Now. There are approximately 32 organisations supporting volunteers, all of which should go through some element of IiV. Communication has been issued to VSS funded organisations and it is anticipated that the Health Check element of this accreditation can be progressed for a number of organisations

prior to the Christmas break. It is anticipated that a funding call will be issued to organisations for other volunteering activity under the framework depending on the budget remaining.

AP2 Policy Audit

For a sample of funded organisations (17 PEACE-funded organisations – including all organisations with a HWB Caseworker), the organisational Safeguarding Policy has been obtained and reviewed by VSS HWB Case Managers. Recommendations have been made and shared with organisations to address and re-submit for follow-up (follow-up now complete for all but three organisations). Based on learning from the sample, common gaps were highlighted to all remaining organisations (37) to enable their policies to be updated and reviewed (and this review is ongoing with 20 complete to date).

AP5 NISCC Registration

NISCC registration is mandatory for all caseworkers. One HWB Caseworker registration application is outstanding, however it is expected that this application will be made within the next two weeks.

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).

D Policies: Development and Approvals

The following policies were presented for approval:

D1 - Clinical Governance Framework – the framework drafted in 2017 has been revisited and updated for the significant development and evolution of policy in the past two years.

The committee approved the framework.

D2 – Protect Life Policy and Procedures – This policy was due for revision in April 2019

The committee requested a review of the Dungannon Office arrangements, to ensure that staff can transfer calls/contact emergency services in line with the policy (given increased likelihood of lone working in that location).

The committee approved the policy.

D3 – Lone Worker Policy – This policy was due for revision in November 2019.

The committee approved the policy.

The committee requested that when presenting updated/revised policies that the changes are tracked/highlighted for ease of reference.

E Regional Trauma Network

A response to the RTN Public Consultation was submitted by the 1pm deadline on Friday 13 September 2019.

The CEO has had ongoing positive engagement with the Department of Health and it is anticipated that resolution of the outstanding issues will progress within the coming weeks. A full update will be provided at the next committee meeting.

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: Three cases to date in 2019/20 added to VSS Client Risk Register. All are 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 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, 25 challenging phone calls have been recorded. In terms of frequency one client accounted for 5 out the total recorded calls.

Audit Findings – INP Internal Audit

No major areas of concern identified. A number of Priority 2 & Priority 3 recommendations issues, all of which being addressed and will be complete by 31/12/2019.

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

As at 11 November 2019, a total of 492 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, Welfare Advice and CoreNET.

VSS Staff HWB Programme

AO'K presented an update on the progress of the Staff HWB Programme. A number of activities have been carried out since the last HWB Committee meeting including:

- Health Checks carried out by Action Cancer
- Trial of Fresh Fruits/Nuts/Seeds fortnightly
- Anti- glare film on windows

The work plan is ongoing.

G Quarter-End Outcomes Report

AO'K presented the Quarter End September 2019 Report highlighting the key achievements within the quarter and the priorities for the next quarter. Some discussion regarding the Equine Therapy Pilot but detailed report to follow with further discussion points.

H CEO Exception Report

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

I AOB

None

Date of Next Meeting

The date of the next meeting is scheduled for 2pm on 18 February 2020.