



**Commission for  
Victims and Survivors**

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*“Promoting **awareness** of matters relating to  
the interests of **victims and survivors**”*

**Monthly Seminar – 18<sup>th</sup> January 2013**

# Welcome and Introduction:

- Welcome;
- Commission's First Monthly Seminar;
- Series of seminar's on "live issues";
- Programme of engagement by the Commission.

# Monthly Seminar Series:

Date	Topic	Venue
Friday 18 <sup>th</sup> January 2013 10:30 – 12:30pm	The Victims and Survivors Service and its operation to date	Board Room, The Spires Centre, Belfast
Thursday 14 <sup>th</sup> February 10:30-12:30pm	Historical Investigations and Information Recovery	TBC
Thursday 14 <sup>th</sup> March 2013 10:30- 12:30pm	Troubled Consequences: The Mental Health Impact of the civil conflict	TBC

# Today's Seminar:

## Agenda:

- Welcome
- The Commission
- The Service
- Roundtable Discussion
- Feedback
- Summary and Next Steps
- Close with lunch at 12:30

# Aims of Today's Seminar:

- Positive Discussions;
- To identify any issues;
- Answer queries where possible;
- Overall objective is to working collaboratively with the aim of improving services to victims and survivors.

# The Commission, the Service and the Forum

- Implementation of the 2009-2019 Strategy for Victims and Survivors;
- First time all three organisations have worked together collaboratively;
- Three pillars of the Strategy in operation.

# The Commission's Role:

- To provide advice to OFMDFM in terms of policy development;
- Example: CNA Report that has informed the development of the Service and also the direction of future funding;
- Commission's other statutory duty is to keep under review the adequacy and effectiveness of services provided for victims and survivors;
- Department requested that the Commission produce a Quarterly Monitoring Report on the Service.

## Reporting:

- To date one report produced for the April to September 2012 period (submitted in October);
- Next report on Qtr 3 (October to December 2012) is due at the end of January;
- Report consists of 3 parts:
  - Analysis of information from the Service;
  - Information from the Forum's Services Working Group;
  - Information from the Sector from today;

# The role of the Forum

- A place for consultation and discussion, with the objectives of;
- Contributing to the Commission's assessment of needs, funding arrangements and the provision of services;
- Advising the Commission on dealing with the past;
- Advising on the contribution of victims and survivors to building a better future.

# Forum Working Groups

- How is the Forum doing this work?
- It has organised into three working groups to address these issues:
  - Dealing with the Past Working Group;
  - Building for the Future Working Group and
  - Services Working Group

## Services Working Group

- Services Working Group comprises of 9 members of the Forum;
- Meet at least once a month;
- Aim is to provide the Commission with advice of victims and survivors needs, funding arrangements and services;
- It does this by:

# Services Working Group

- Consulting with Victims and Survivors on their current experiences of services;
- Consulting with service delivers and the VSS;
- Sharing our own experiences;
- Examining current service delivery;
- Producing a briefing paper for the Commission by March 2013;
- Making recommendations in relation to improving services;

# The Role of Today

- Today is a very important part of the process of gathering the information;
- Your feedback is very important;
- Aim is to identify issues, engage in positive discussions and working collaboratively with the aim of improving services to victims and survivors.



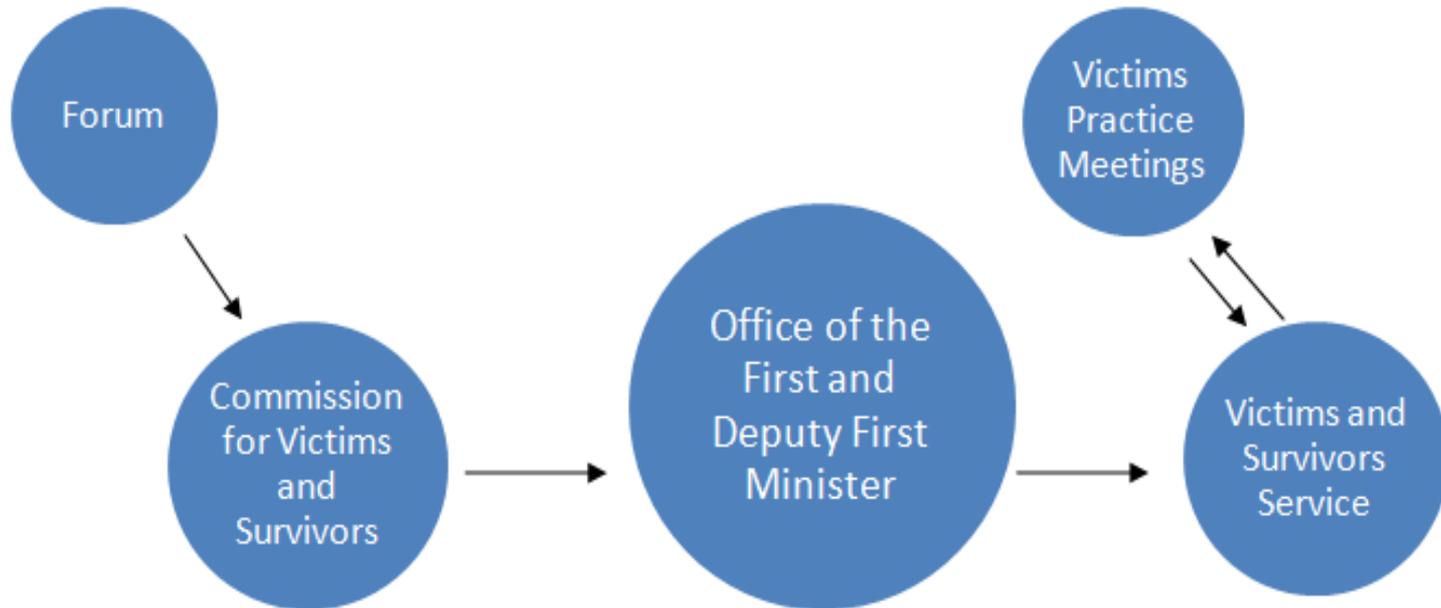
**DRAFT CORPORATE PLAN**

**and**

**STRATEGIC PRIORITIES**

**2013 - 2016**

# Victim Support Structure



# Stakeholder map



# VSS Mission

We will endeavour to **“get it right” for victims and survivors by:**

- playing our full part in contributing to a better and sustained improvement in the health and wellbeing of victims and survivors through quality services and support; and
- sharing our learning and expertise, here and further afield.

# VSS Principles



# VSS Principles

- Respectful** Recognising that what happened to victims and survivors matters, to them and those who love and care for them.
- Respected** For listening to, and caring about, every individuals' stories and needs and helping to improve the health and wellbeing of victims and survivors.
- Responsive** Developing tailored and coordinated responses to individuals' assessed and agreed needs.
- Reliable** Delivering on our commitments to individuals using our services in an integrated, confidential and timely way.
- Relevant** To the victims and survivors we serve and to our many valued partners and stakeholders who we seek to work closely with.
- Recognised** For our continued focus on global excellence in practice development, evidence base, learning and sharing and providing valued and value for money services.

# Our Approach

We will endeavour at all times to be:

- **People based** – our focus is on the individual;
- **Open** – open, honest and transparent in our dealings with victims and survivors;
- **Confidential** - trustworthy in the way we deal with victims and survivors;
- **Connected** – good partners and trusted networks with individuals, providers of VSS services and other key stakeholder organisations and representatives;
- **Integrated** – looking at the total needs of the person and helping to coordinate appropriate responses and services to meet those agreed needs;
- **Accessible** – approachable, available and easy to deal with;

# Our Approach

- **Evidence based** – practice development based on trusted and reliable information, knowledge, experience and learning;
- **Valued** – improving health and wellbeing and benefit to extent we would be missed if we weren't there;
- **Learning and sharing**– using every opportunity to continue to learn and grow our services and help inform that of others dealing with victims and survivors, here and beyond; and
- **Innovative** – looking always for new ways and better ways of meeting needs.

# Strategic Priorities

Our four strategic priorities over the next three years are:

<b>1. Funding for Services</b>	<b>2. Individuals' Assessment and Support</b>
<b>3. Best Practice in Services and Therapies</b>	<b>4. Corporate Governance</b>

# Delivery

The aims and objectives for the ***Health and Wellbeing Programme*** measure are outlined below:

**Aim:**

- (i) To contribute to the health and social care of victims/survivors through the provision of individualised courses of treatment and/or care.

**Objectives:**

- (i) To provide packages of treatment of care designed for specific individuals, to monitor progress made and the outcomes for individuals over a one year period from April 2013-March 2014.
- (ii) By 31<sup>st</sup> March 2014, provide high quality care for individuals through direct support and referrals to organisations who work to professional best practice standard.

# Delivery

Target	Outputs/Outcomes
6,000	<ul style="list-style-type: none"><li>• Improved physical, mental and emotional health and wellbeing for Victims and Survivors</li><li>• Improved health and wellbeing of the individual</li><li>• Positive Attitude</li><li>• Healthier Society</li><li>• Improved Integration</li><li>• Improved quality of life</li></ul>

# Delivery

The Victim Support Programme's aims and objectives for the **Social Support Programme** measure are outlined below:

## **Aims:**

- (i) To support and maintain the resilience of victims and survivors.
- (ii) To assist victims and survivors in addressing the legacy of the past.
- (iii) To assist victims and survivors in building a shared and better future.

## **Objectives:**

- (i) By 31<sup>st</sup> March 2013 to provide a two year funding programme from 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2015 (reviewed after year 1) to services and activities aimed at group activity and informal engagement with victims and survivors.
- (ii) By 31<sup>st</sup> March 2015, provide services and activities to support the needs of individual victims and survivors for which there is an evidence base and using best practice standards.

# Strategic Priorities

Target	Outputs/Outcomes
7,000	<ul style="list-style-type: none"><li>• Improved quality of life</li><li>• Positive Attitude</li><li>• New opportunities addressing poverty and vulnerability</li></ul>

# Strategic Priorities

## **Best Practice in Services and Therapies**

### **Aims:**

- (i) To provide victims and their service providers information on the range of therapeutic services that are available and how to access them.
- (ii) To ensure that the provision of psychological and psychosocial therapies to those who require health and well being services is delivered by staff with the skills and competence appropriate to the level of interventions required, and to national and regionally agreed standards and guidelines.

### **Objectives:**

- (i) By September 2013 establish a network of multi-professional and multi-agency service providers across all relevant sectors.
- (ii) By September 2013 conduct a skills audit and workforce plan for service providers to the victims sector.
- (iii) By December 2013 establish a repository of victims and survivors related data and information on their needs, expectations and experiences providing value for practitioners, commissioners, policy makers, academics and the wider community.

# Measure of Success

It is our intention to work and grow with our service users and therefore would invite and welcome your comments on this Plan.

The overarching measure of success that matters most to the VSS is that victims and survivors tell us that we have contributed to a better quality of life for them and those who love and care for them.

# Round Table Discussions

- Each Table discuss and identify 3 major issues;
- 15/20 minutes
- Raise the issues and discussion collectively.

# Summary and Conclusions

- Thanks to everyone for your input today;
- Next Steps:
- Services Working Group;
- Commission:
  - Provide a written summary of the issues raised;
  - Provide clarification where possible.