



**The Commission for  
Victims & Survivors**

## **Consultation Report**

**Corporate Plan 2017-2020**

**23 March 2017**

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## **1. Introduction**

1. Following from the development of the Commission's Draft Corporate Plan 2017-2020 a consultation process was undertaken with the Forum and funded service providers. This report details the main points identified in the responses.

## **2. Consultation Activity**

2. A limited structured process was established to obtain and analyse responses.
3. The Commission framed the Consultation by asking respondents to consider:
  - Do you feel our priorities accurately reflect issues facing victims and survivors?
  - Is there something which you feel is missing or is not sufficiently reflected in our Corporate Plan?
  - Have you any suggestions or comments to improve our corporate plan?
4. The consultation period ran from 28 February to 21 March 2017 with the Forum workshop taking place on 24 February 2017.

## **Consultation Response Analysis**

### **Feedback from the Forum**

5. The Commission presented the Draft Corporate Plan to the Forum outlining the proposed outcomes in relation to the areas of services, dealing with the past and building for the future. The Forum members provided the following feedback in relation to the Draft Corporate Plan:
  - Victims need to be placed at the centre; particularly when addressing issues relating to pension, reparations and mental health. There also needs to be a sense of urgency in dealing with these issues, particularly within the current political climate;
  - An agreement on the outcomes, particularly outcome 4;
  - A need for the Forum to have a more powerful voice and take control back from the media; a more prolific presence required overall;
  - The need for inquests and collusion to be discussed was specifically mentioned;
  - Also relating to the media, it was suggested that we need to get the facts to the public, rather than media portrayal of issues having a more significant influence;

- In addition to a more proactive approach with the media, the need for actively engaging with politicians was proposed; particularly as they are not well informed;
- A newsletter to go to politicians after Forum meetings was suggested.

### **Feedback from Service Providers**

6. Two responses were received from service providers to the consultation. These were from Victims and Survivors of Trauma (VAST) and the Pat Finucane Centre (PFC). The VAST response included the following points:

- Agreed that the priorities accurately reflected the thematic issues being faced by victims and survivors;
- Agreed that the 7 areas of need still existed and the three strategic themes showed clearly the different levels of support in these areas;
- Positive that the Draft marries with the Programme for Government;
- Corporate outcomes and the wording used are slightly misleading;
- Missing internal outcomes for the Commission;
- Request more detail on research areas and dealing with the past; and
- Needs more detail on the Forum.

7. The PFC response included the following points:

- To a large extent CVS's priorities reflect victims and survivor's issues;
- As highlighted in the corporate plan one of the main problems will be getting political support for the implementation of the SHA legacy institutions;
- We feel that the Commission needs to be to the fore challenging those who are obstructing progress. We also feel that the information being provided to the public is not sufficiently accurate and that where possible the Commission should play a role in ensuring that information that is put into the public domain is accurate and can be used to form appropriate opinion;
- Victims of torture have been neglected and their needs need to be reflected in the Corporate Plan; and
- There is a strong focus on the Programme for Government. Given the current political impasse and the potential for changing this document, should it be focused in this way?

## Feedback Analysis

8. Table 1 below highlights the main issues arising from the Consultation and the Commission's response and proposed actions:

**Table 1: Main issues highlighted in responses**

Issue Identified	Commission Response	Action
Victims need to be placed at the centre; particularly when addressing issues relating to pension, reparations and mental health. There also needs to be a sense of urgency in dealing with these issues, particularly within the current political climate;	<i>Outcome 3 is focused on the Commission's role in applying pressure to deliver the legacy issues.</i>	<i>No change recommended to current text.</i>
A need for the Forum to have a more powerful voice and take control back from the media; a more prolific presence required overall;	<i>Need for the Forum to be mentioned in the Corporate Plan.</i>	<i>Amendments made to Performance level text to include the Forum in Corporate Outcomes 1-5.</i>
The need for inquests and collusion to be discussed was specifically mentioned;	<i>Outcome 3 is focused on the Commission's role in applying pressure to deliver the legacy issues.</i>	<i>No change recommended to current text.</i>
Also relating to the media, it was suggested that we need to get the facts to the public, rather than media portrayal of issues having a more significant influence;	<i>The Commission has recently appointed a Communications and Engagement Manager and developed a Communications Strategy that is being implemented as part of the Outcomes Delivery Plan.</i>	<i>No change recommended to current text.</i>
Corporate outcomes and the wording used are slightly misleading;	<i>Corporate Outcomes amended accordingly to address confusion.</i>	<i>Corporate Outcomes 1-5 have had the "we" in the statement removed to clarify.</i>
Missing internal outcomes for the Commission;	<i>These areas are more detailed in the Outcomes Delivery Plan for 2017/18 that the</i>	<i>Detail will be available in the Outcome Delivery Plan, therefore, no</i>

Request more detail on research areas and dealing with the past; Needs more detail on the Forum;	<i>Commission will also publish when agreed to provide more detail on specific areas of work.</i>	<i>changes proposed to text in the Corporate Plan.</i>
We feel that the Commission needs to be to the fore challenging those who are obstructing progress. We also feel that the information being provided to the public is not sufficiently accurate and that where possible the Commission should play a role in ensuring that information that is put into the public domain is accurate and can be used to form appropriate opinion;	<i>The Commission has recently appointed a Communications and Engagement Manager and developed a Communications Strategy that is being implemented as part of the Outcomes Delivery Plan.</i>	<i>No change recommended to current text.</i>
Victims of torture have been neglected and their needs need to be reflected in the Corporate Plan;	<i>Commission considers that all victims and survivors are included within the definition.</i>	<i>No change recommended to current text.</i>
There is a strong focus on the Programme for Government. Given the current political impasse and the potential for changing this document, should it be focused in this way?	<i>Current guidance is to align with this draft Programme for Government at this stage.</i>	<i>No change recommended to current text.</i>

## 5. Conclusion

9. The Commission would like to thank the Forum and the Service provider organisation who took time to respond to the consultation. The feedback was incredibly useful and it is hoped the Commission has reflected all the points made in this document.