



**The Commission for  
Victims & Survivors**

## **Victims and Survivors Forum**

### **Services Working Group**

#### **Position Paper on Outcome Related Activity 2017-18**

#### **“Forum contribution to improved health and well-being”**

### **Background**

The Forum’s contribution to improving the health and well-being of victims and survivors is a core outcome for the Commission and identified in the Corporate Plan and annual Outcome Delivery Plan for 2017-18.

The Forum replenishment was completed in April 2017 and as part of their initial induction, the Commission gave an overview of service delivery to victims and survivors which primarily focused on the Victims and Survivors Service (VSS). Margaret Bateson, Chief Executive and Oliver Wilkinson Chair of the VSS attended to induction residential and gave an overview of the service and programmes they deliver.

Subsequently, Forum members were asked to express an interest in joining working group activity and in September 2017, Forum members met with the senior staff and Board members of the VSS. The Memorandum of Understanding regarding monitoring between the VSS, Commission and TEO states that the Forum Services Group will meet on a quarterly basis.

The Services Working Group (SWG hereafter) was convened in September 2017 and agreed Terms of Reference in February 2017.

### **Terms of Reference**

The SWG aims are as follows:

- Examine the current service delivery structures for victims and survivors where service provision is funded under:
  - VSS’ Individual Needs Programme;
  - VSS’ Victims’ Support Programme;
  - Special EU Programmes Body Peace IV Initiative.

- Identify good practice or gaps that currently exist in relation to the provision of services to victims and survivors;
- Monitor victims and survivors experience of the Victims and Survivors Service (VSS) through engagement with the VSS Board;
- Obtain input from and provide updates to the wider Victims and Survivors Forum to guide and inform work;
- Make a series of recommendations on how services can be improved informing the Commissioner with a final paper.

Further information on the Terms of Reference can be found in Annex 2.

## **Meetings**

During the financial year 2017-18, the SWG met on 4 occasions;

- 12<sup>th</sup> September 2017 (Meeting with VSS Board)
- 25<sup>th</sup> October 2017
- 21<sup>st</sup> February 2018
- 13<sup>th</sup> March 2018 (Meeting with VSS Board)

## **Engagement and Activity**

### **1. Examine the current service delivery structures for victims and survivors**

#### **Regional Trauma Network**

- SWG members have discussed the importance of the Regional Trauma Network (RTN) and potential impact it will have on the mental well-being of victims and survivors in Northern Ireland.
- Work has now begun to develop the new service, drawing on world-leading clinical expertise for guidance. The intention is to establish five clinical teams, one in each Health Trust, which will be brought together through a regional structure. The proposed model recognises the need for a collaborative partnership across the community, voluntary and statutory sectors. Each clinical team will work with services provided by the community and voluntary Sector, commissioned, and funded by SEUPB through the Victim and Survivors Services (a Partnership agreement governs this arrangement).
- SWG will have input to the RTN through the Clinical Director by quarterly meetings to discuss issues including care pathways and communication and dissemination of outputs and outcomes of RTN.

## **2. Identification of good practice or gaps in service provision to victims and survivors**

Issues were discussed in relation to;

- VSP funding stream and eligibility criteria;
- Consistency amongst VSS funded case worker in NI and GB – needs to be a regional standardised approach but also taking into consideration the regional differences;
- Qualifications of advocacy and health and well-being case workers;
- Monitoring and evaluation of standards in relation to advocacy and health and well-being case workers.

## **3. Monitor victims and survivors experience of the Victims and Survivors Service (VSS) through engagement with the VSS Board**

Issues discussed at meeting a with the VSS Board included;

- VSS Strategic Outcomes;
- Call Handling issues/NI Direct
- Take 5 Strategy and impact on victims and survivors;
- PEACE IV Funding Stream for Victims and Survivors and the impact on developing networks and upskilling for the sector;
- Impact of INP as a needs based framework and interaction with victims and survivors.

### **Summary of Impact**

As this is the first year of a new service delivery model and the establishment of the working group, the learning is still under development and there are no recommendations to TEO as yet.

The focus of this year's activity has been two fold;

- Build and develop the knowledge base of members
- Construct and develop relationships with the VSS Board.

Any emergent issues raised will be incorporated into the CVS Standards for Service Delivery.

### **Next Steps**

The MoU between CVS and VSS is now due to be reviewed and this will require input from the Services Working Group. The revised MoU will need to include incorporation of the General Data Protection Regulation (GDPR) and a data sharing protocol.

As per the MoU, CVS reviews VSS data in order to ensure the best quality of services is provided to those victims and survivors most in need. CVS produce a

quarterly review report based on data provided from the VSS. The Services Working Group will discuss VSS data and CVS quarterly reports on an ongoing basis to ensure services are fit for purpose.

The Services Working Group will make recommendations to the Commissioner based on the review of the data to enable policy recommendations to be forwarded to TEO through co-design meetings.

## Annex 1



# Forum Services Working Group Briefing Paper for VSS Board Engagement (12.09.17)

## Overview

The Victims and Survivors Service (VSS) delivers funding and support to victims and survivors, on behalf of The Executive Office. Working to those identified in the Victims and Survivors (Northern Ireland) Order 2006, the VSS provides support to those who have been injured (physically or psychologically); those who care for people who have been injured in this way; and those who have been bereaved.

The VSS's total annual budget for year end 2016 was £13,683,000 (support to individuals; funding for service deliverers; VSS administrative costs). PEACE IV represents a total of €17.6m for the period 2017-2021 (delivery of Shared Spaces and Services – Victims and Survivors elements).

## Management

Margaret Bateson has been the Chief Executive since July 2016, following an interim period of 2 years in the role. Oliver Wilkinson was appointed Chair in April 2015. Board members include Beverley Clarke, Patricia Haren, Seamus Magee, Stephen McIlveen, Richard Solomon and former Commissioner Bertha McDougall.

## How support is delivered

The new service delivery model was introduced in April 2017 and has been informed by the Commission's policy advice (issued to Ministers in August 2016).

Support is delivered to individuals directly and/or by funded service deliverers via two programmes:

### Individual Needs Programme

The new Individual Needs Programme has been operational since April 2017 and is focused on delivering a needs based approach. To facilitate changes in service delivery 2017 will be a transitional year:

Individuals registered by 31 March 2017	<ul style="list-style-type: none"> <li>• £500 Self Directed Assistance Payment for all eligible clients;</li> <li>• £500 Additional Needs Payment to: <ul style="list-style-type: none"> <li>– Those who are bereaved of a spouse/partner or both parents as a direct result of the Conflict, and</li> <li>– Those identified as Seriously Injured under the 2016-2017 Programme criteria.</li> </ul> </li> <li>• Separate £200 payment may be available to those who require support to transition to the needs based approach;</li> <li>• Full access to services and support to meet needs in relation to Psychological Therapies, Persistent Pain, Disability Support, Education and Training, or Advocacy.</li> </ul>
New individuals coming forward from 3 April 2017 onwards	<ul style="list-style-type: none"> <li>• Full access to services and support to meet needs in relation to Psychological Therapies, Persistent Pain, Disability Support, Education and Training, or Advocacy;</li> <li>• No direct financial payments to new individuals coming forward from 3 April 2017 onwards.</li> </ul>

Accessing support services is facilitated via Health and Wellbeing Caseworkers (who signposts and refers individuals to services and support as relevant). When complex needs are identified the Caseworker refers the individual to a VSS Health and Wellbeing Case Manager for Needs Based Support.

#### Victims Support Programme (and PEACE IV)

The Victims Support Programme delivers funding to organisations (based in Northern Ireland). From 2017 this has been complemented by European funding (opening opportunities outside Northern Ireland).

The VSS opened a call for applications under the Victims Support Programme and PEACE IV in November 2016. 55 organisations were successful in securing funding through these programmes to deliver Health and Wellbeing and Social Support services. PEACE funding has specifically assisted with establishing a network of Health and Wellbeing Caseworkers and advocacy support services.

#### PEACE IV

The overall aim of PEACE IV – Shared Spaces and Services – Victims and Survivors is to improve the health and wellbeing of victims and survivors. This programme will target hard to reach and marginalised individuals and communities that have suffered as a result of the Troubles/Conflict, through the development, implementation and co-ordination of a number of new and innovative initiatives.

The VSS recently identified that a strategic geographical gap remains in the North West Region of Northern Ireland and Ireland; Great Britain; West Belfast; South Down/Louth; South Armagh/Monaghan. The VSS is specifically opened a call for additional Health and Wellbeing Caseworkers to address these gaps (funding call closed on 29 August 2017).

### **Commission’s role in service delivery**

The Commission has a responsibility to 'keep under review the adequacy and effectiveness of services provided for victims and survivors by the Victims and Survivors Service' as outlined within the Victims and Survivors Strategy.

A Memorandum of Understanding between the Commission and VSS has existed since April 2014 and clarifies the ways in which CVS and VSS deal with matters of mutual interest and commits to the development of positive and constructive working. The Commission interacts with the VSS through the following mechanisms:

- Working relationships (individuals/informal resolution of queries);
- Operationally at quarterly Trilateral meetings;

- Strategically as part of the Collaborative Design meetings.

### **The Forum's role in service delivery**

Service delivery has always been of great importance to the Forum; on a practical level and in terms of strategic advice. Key areas to note include:

- Working with the VSS and the Department for Communities regarding welfare changes;
- Continued advice to inform the Commissioner;
- Expressing an interest in standards for service delivery (two members appointed to Standards Working Group).

The current Forum has recognised this high level and strategic work by expressing a desire to continue with the Forum Service Working Group.

### **Areas Forum members may wish to discuss**

- Rollout of the Caseworker approach and assessing complex needs;
- The response to Self Directed Assistance Payments and Transition Payments;
- Update on the recent new service delivery model (particularly managing expectations of new individuals registering);
- How the new model may interface with the proposed Mental Trauma Service;
- Compliance and monitoring of standards;
- Impact of welfare changes on victims and survivors;
- How PeaceIV funded posts can address the needs of those outside Northern Ireland.

## **Annex 2 –Terms of Reference Services Working Group**

### **Draft Terms of Reference Services Working Group 2018**

#### **Background and Context**

The Victims and Survivors (Northern Ireland) Order, 2006, places a duty on the Commission for Victims and Survivors to make arrangements for a forum for consultation and discussion with victims and survivors.

In June 2016, the Commission convened a panel of victims and survivors to widen external engagement and access to the views of victims and survivors.

The Commission has been guided by the Executive Office's Victims and Survivors Strategy (2009) in designing and convening the Forum. The Strategy envisages the Forum informing the work of the Commission. In this respect, the Commission has determined that it should have the following aims:

- To be a place of consultation and discussion with victims and survivors of the Northern Ireland conflict;
- To provide advice to the Commission for Victims and Survivors.

In pursuit of these aims, the Commission and the Forum have three objectives, each of which reflects the three key themes of the Executive Office's Strategy, and outcomes 1, 2 and 4 of the Commission's Outcome Delivery Plan:

- Improving the health and well-being of victims and survivors;
- Caring for victims and survivors and helping those in most need;
- Children and Grandchildren of victims and survivors are given the best start in life.

## **Aim**

The aim of this working group is to focus on the area of service provision to victims and survivors of the Troubles/conflict by those organisations funded under The Executive Office via the Victims and Survivors Service (VSS), and the Special EU Programmes Body's Peace IV Initiative.

The working group will be required to provide advice to the Commissioner on the specific needs, funding arrangements and services delivered to victims and survivors.

## **Objectives**

- Examine the current service delivery structures for victims and survivors where service provision is funded under:
  - VSS' Individual Needs Programme;
  - VSS' Victims' Support Programme;
  - Special EU Programmes Body's Peace IV Initiative.
- Identify good practice or gaps that currently exist in relation to the provision of services to victims and survivors;
- Monitor victims and survivors experience of the Victims and Survivors Service (VSS) through engagement with the VSS Board;
- Obtain input from and provide updates to the wider Victims and Survivors Forum to guide and inform work;

- Make a series of recommendations on how services can be improved informing the Commissioner with a final paper.

## **Membership**

Membership will not exceed 12 persons and will be drawn from members of the Victims and Survivors Forum.

The Commissioner may invite individuals to contribute to the group who have relevant or unique experience or skills to assist the group in its deliberations and discussion of pertinent issues.

The following members will constitute the Services Working Group;

1. Paul Gallagher
2. Sam Wilson
3. Jan Crawford
4. Mina Jadeja
5. Hazel Deeney
6. Robert McClenaghan
7. Jeremy Adams
8. Denise Mullen
10. Niall O Murchu
11. Paul Crawford
12. Don Mackay

The working group will be chaired by the Head of Communications and Engagement.

## **Working Group Deliverables**

- Engage with the PEACE IV Review of Trauma Services working groups to discuss emerging findings;
- Produce a briefing paper on Services and present its findings to the plenary sitting of the Forum by 2018/19 year-end;
- Consider feedback from victims and survivors and from the Forum plenary session whilst finalising advice;
- Provide a findings and recommendations paper to the Commission on victims and survivors funded services.