



BUSINESS PLAN 2018 – 2019

CHIEF EXECUTIVE'S FOREWORD

I attach the Fund's business plan for 2018-19. The work of the Northern Ireland Police Fund clearly makes a difference to current and former police officers and the families of those who have been murdered or injured as a result of terrorist attack. The Police Service of Northern Ireland continues to face the risk of injury or death through terrorism and the ability of the Fund to provide sympathetic and timely assistance therefore remains paramount.

In the last twelve months the Fund has continued to make a difference to the lives of injured or bereaved clients through the provision of a range of services including disability and bereavement support, wheelchairs and other disability adaptations, carers respite breaks and educational bursaries for dependents. The Fund also provided grants within the wider police family by funding a number of organisations and associations to enable them to support our clients through their own programmes of events.

The Fund continues to encounter clients who suffer from real financial hardship and we have, as one of our highest priorities, the commitment to providing timely and appropriate interventions.

This business plan reflects our intentions to develop and improve the way we do business going forward and it shows how we will continue to focus on the changing needs of our clients and align our support to those most in need. In doing so we will continue to take into consideration wider Government intentions outlined in the Programme for Government including enabling and assisting clients, where appropriate, to remain in their own homes. The business plan also reflects the objective of the Department of Justice to have a safe community where we respect the law and each other.

It is a fact that members of the Fund's staff are faced regularly with dealing with the effects on families living with the consequences of terrorist violence. This includes the physical, psychological and emotional issues associated with each client's unique circumstance and history. The Fund will continue to seek to ensure that there is an appropriate level of investment in its staff to ensure they have the tools not only to deliver a service but also to keep them safe and secure in the work that they do.

Finally I wish to pay tribute to my Board and the staff of the Police Fund. It is through the dedicated and tireless work of this excellent team that we are able to deliver a professional, efficient and caring service which is responsive and appropriate to the needs of our clients.

Ronnie Pedlow
Chief Executive
September 2018

RESOURCING THE PLAN










The Fund receives all its monies through Grant-in-Aid from the Department of Justice. The Board is determined that funding is retained for those people who are in most need of our help – our clients.
















The Board acknowledges the support which is offered by way of advice and guidance from those within its Sponsor Division, the Department's Financial Services Division and more generally from others throughout the DOJ.










The budget allocation for the 2018/19 budget is £1.463m which is unchanged from the previous year. The Fund is aware of the increasing competition for resources from an ever dwindling pot of public funds but it remains our priority to provide adequate and relevant support to our clients.


A breakdown of the Fund's finance is laid out on the following page.



EXPENDITURE LINE	BUDGET LINE
Pay	
Salaries	170,000
ERNIC &ASLCs	50,000
Total	£220,000
Non Pay – Running Costs	
Travel and Subs	10,000
Accommodation	36,000
Communication and IT	30,000
Training and Development	8,000
Office Services	10,000
Professional Costs	18,000
Total	£112,000
Capital	
Capital	0
Total	£0
Non Pay – Other	
Client Services	76,000
Organisation Grants	70,000
Direct Grants	985,000
Total	£1,131,000
BUDGET TOTAL	£1,463,000







STRATEGIC PRIORITY – Client Focus				
	Objective and Overall RAG	Outcomes	Target: Individual RAG:	Comment
CF1	 Transform and modernise the way NIPF do business by focussing on the changing needs of our clients.	Increased quality of life for clients based on need. Funding delivered to meet Client need.	 Owner: CEO and HOA By 31 December 2018 to have completed a data analysis of client profile.	Ongoing
			 Owner: CEO and HOA By 31 st March 2019 to have reviewed caps and thresholds.	Completed October 2018
CF2	 Identify gaps in support schemes and align support to those most in need.		 Owner: CEO and HOA By 31 December 2018 to obtain feedback on how our business meets client need, to identify gaps in provision, thereby informing staff of development opportunities for the Fund.	Ongoing
			 Owner: Board and CEO By 31 March 2019 to produce a report on the way forward in meeting future client needs.	Ongoing
CF3	 Maintain the confidence of our clients.	Fair distribution of grants across schemes. Fair distribution of grants to clients in need.	 Owner: CEO and HOA By 31 st December 2018 to have met with all NIPF funded Organisations.	Ongoing
			 Owner: HoA and Assessment Officers By 31 st March 2019 to make at least one contact (visit or telephone call if client does not wish a visit) with 100% of clients within a 12 month period.	Client satisfaction is measured through form attached to every application for assistance.




CF4	   Ensure timely delivery of high quality services within the resources available	Client needs are met. Efficient assessment and processing of cases.	   Owner: HoA and Assessment Officers To turnaround 90% of claims under General Support and/or Individual Support within two months from receipt of application/quotes to letter of offer.	Ongoing – achieving target
			   Owner: HoA and Assessment Officers To turnaround 90% of claims under Educational Bursaries and/or Carers Respite Breaks within 15 working days from receipt of application/supporting documentation to letter of offer.	Ongoing – achieving target
			   Owner: HOA and Assessment Officers To maintain 95% satisfaction rate from client questionnaires and report outcomes to Board.	Ongoing – achieving target
			   Owner: All staff To respond to appeals within one month.	Ongoing – achieving target








STRATEGIC PRIORITY – Governance and Finance				
	Objective and Overall RAG	Outcomes	Target: Individual RAG:	Comment
GF1	 Maintain costs in line with agreed budgets	Service Delivery within budget.	 Owner: CEO and Office Manager Budget allocation and profile agreed by 1 st April 2019.	Dependent on allocation of budget by Department
			 Owner: CEO and Office Manager All returns (including monitoring rounds) to be completed within DOJ timescales.	Ongoing
			 Owner: CEO and Office Manager Annual report and accounts prepared and published in line with agreed timescales.	2016/17 accounts laid in Assembly 2018/19 accounts approved for signature and will be signed off by CEO and Comptroller and Auditor General by 31 December 2018.
			 Owner: CEO and Office Manager To remain within budget with no overspends.	Ongoing
GF2	 Embed robust governance arrangements	Governance arrangements which effectively manage the requirements of good governance balanced between independence and accountability. The Fund operates within guidance of 'Managing Public Money NI'.	 Owner: CEO By 31 March 2019 to review finance, governance and risk framework.	Ongoing
			 Owner: CEO To ensure business is conducted in line with Audit recommendations with all P1s being addressed within allocated timescales.	Ongoing
			 Owner: CEO By 31 March 2019 to ensure appropriate contracts are in place in line with government procurement procedures.	Ongoing

			 Owner: All staff To support the delivery of the DoJ aim for payment of all invoices within 10 days and 100% within 30 days.	Ongoing – target achieved
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GF3	 Ensure effective Board meetings	Arrangements which ensure that Board meetings are arranged on a regular basis to meet the needs of the Fund most effectively.	 Owner: CEO Papers for meetings are issued at least one week in advance of meetings.	Ongoing – target achieved

STRATEGIC PRIORITY – Learning and Development				
	Objective and Overall RAG	Outcomes	Target: Individual RAG:	Comment
LD1	 Ensure we have the right skills and staff resource to support delivery of business objectives	Staffing structure and skills which meets business needs.	 Owner: CEO By 30 September 2018 to have reviewed staff competences and training needs regarding their ability to deliver professional support and services to clients. Ensure identified training is carried out by 31 st March 2019.	Programme for online training set up with CAL
LD2	 Ensure the safety and security of staff	No significant staff health and safety or security incidents.	 Owner: CEO and HoA By 31 December 2018 ensure staff receives health and safety training.	Part of e learning programme
LD3		Sickness absence		

	Effective staff management	levels	<p>Owner: All staff</p> <p>To follow performance management and sickness absence procedures.</p>	
			<p>  </p> <p>Owner: Management</p> <p>Review sickness absence levels on a monthly basis to ensure that they meet or better the target of</p>	Ongoing

STRATEGIC PRIORITY – Business Processes				
	Objective and Overall RAG	Outcomes	Target: Individual RAG:	Comment
BP1	 Ensure IT systems effectively support the delivery of business objectives	An IT system that is fit for purpose. Accreditation of IT system.	 Owner: CEO By 31 st December 2018 to have IT support contract in place.	Completed
			 Owner: CEO By 30 th September 2018 to have re accreditation for IT system.	Completed October 2018
			 Owner: CEO By 31 st December 2018 to have reviewed and tested the IT contingency and business continuity plans.	To be completed by 31 March 2019
BP2	 Ensure information management and assurance is of the highest standard	No security breaches.	 Owner: All staff Throughout the year to adhere to information assurance policies and procedures in compliance with GDPR	Ongoing
			 Owner: Office Manager To attend DOJ quarterly security managers forum and action items as necessary.	Achieved