



**The Commission for  
Victims & Survivors**

**Victims and Survivors Service**

**Quarterly Review Report**

**October to December 2016**

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## Summary

1. The Executive Office (TEO) has requested that the Commission for Victims and Survivors Northern Ireland (CVSNI) review the progress of the Victims and Survivors Service (VSS) and produce a report that comments on that progress.
2. This report focuses on the period from October to December 2016.
3. This reporting period has been a busy operational time for the Service, the Commission and the Department with the development of a new service delivery model from April 2017 and communicating this to the sector. It was also the period of getting approval for the PEACE IV application for a new Victims and Survivors Programme worth €17.6m and also communicating this to the sector. The Victim Support Programme also opened its call for applications for the period 2017-2020 and a new set of Standards were agreed for services provided to the sector.
4. Communication and interaction between the Commission and the Service has remained constructive during this reporting period. This productive working relationship is essential regarding the Collaborative Design Programme, engagement regarding the Review of the Strategy for Victims and Survivors, the collaboration on the successful bid to the PEACE IV programme, the revision of standards for service deliverers and the ongoing work relating the future of support schemes.

## Recommendations

5. Due to the finalisation of the Commission's advice on the new service delivery model in August 2016 no new recommendations in relation to the INP and VSP Programmes have been identified in this reporting period.

## Background

6. Target 1.2 of the Commission for Victims and Survivors (CVSNI and 'the Commission') 2015/16 Business Plan requires the Commission to produce four quarterly reports on the progress and operation of the Victims and Survivors Service (VSS and 'the Service').<sup>1</sup>
7. This is the third Quarterly Review Report of 2016/17 and the fourth report for the calendar year of 2016 and covers an operation from October to December 2016.
8. In order to identify these findings, the Commission has collated information from a range of sources. The primary source of information is that supplied to CVS directly from the VSS. Commission staff also collate views and issues from across the sector

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<sup>1</sup> The provision of these review reports represents a key component of the Commission's 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: Office of the First Minister and deputy First Minister (2009) *Victims and Survivors Strategy*, Belfast: The Stationery Office, p.7.

during the course of their work, for example, through arranged visits to organisations and feedback from individual victims and survivors.

9. The Quarterly Review Reports remain an important element of the Commission's responsibility to keep under review the adequacy and effectiveness of law and practice affecting the interests of victims and survivors. The content is used by the Commissioner, in line with her statutory duties, to keep under review services provided for victims and survivors. They also act as a useful reference point for other key stakeholders and those with an interest in service provision to victims and survivors.

## Individual Support

### Support Schemes

10. The Individual Needs Programme (INP) was opened for 2016/17 in May 2016 and schemes mirrored the support schemes that were opened by the VSS in 2015/16:
  - Financial Assistance;
  - Support for the Bereaved;
  - Support for Carers; and
  - Support for the Injured.
11. Schemes were administered on the basis of one award per person, alongside Financial Assistance, for the period of 2016/17.

### Reporting Data

12. As of 30 December 2016 the Service has provided the following summary of award letters issued to individuals in Table 1 below:

**Table 1: Summary of Individual Awards**

Scheme	Awards Issued 2015/16	Awards Issued 2016/17	Difference	Award Value	Total Committed
Support for Injured (DLA Middle Rate Care)	606	848	+242	£500	£424,000
Support for Injured (DLA High Rate Care)	598	718	+120	£1,500	£1,077,000
Support for Bereaved	2,595	2,697	+102	£500	£1,348,500
Chronic Pain	45	45	0	variable	£30,500
Support for Carers	511	476	-35	£500	£238,000
Financial Assistance	2,670	2,703	+33	£750	£2,026,450
Education and Training	24	14	-10	£500	£11,720
Disability Aids	29	20	-9	variable	£66,927
					<b>Total £5,223,097</b>

13. The VSS has provided a summary position for 2016/17 compared to 2015/16. As of 30 December 2016 this stood at:

**Table 2: Summary of Awards**

	<b>2015/16</b>	<b>2016/17</b>	<b>Additional</b>
Number of individuals	5,125	5,362	237
Number of awards issued	7,078	7,521	443
Value of funding committed	£5,079,462	£5,223,097	£143,635

14. 5,362 individuals are in receipt of an award up to 30 December 2016. The Service have also registered 577 new clients.
15. As of 31 October 2016, the INP budget was fully committed and a bid for additional resources was made to the January monitoring round. These additional resources would support the ongoing increase in individuals coming forward.

**Telephone calls and Unscheduled Client Visits**

16. The VSS has reported the following figures in Table 3 for telephone calls and unscheduled visits for this reporting period:

**Table 3: Telephone calls and Visits**

<b>Month</b>	<b>Telephone calls</b>	<b>Unscheduled visits</b>
October	2,363	290
November	2,436	438
December	1,806	284

17. This quarter has seen a reduction in the levels of calls the VSS have been fielding and also a decline in the number of drop-ins. Call handling rates continued to improve throughout November and December with a total of 4% of calls missed in December 2016.
18. The Service has advised that interaction with individuals during this period related to queries regarding eligibility and processing times for Financial Assistance, clarifying eligible items under the other support schemes and requesting engagement with Caseworker support.

**Caseworker Approach**

19. As of the 30 December 2016 the Service has advised that 712 individuals participated in the Caseworker approach from the 1 April 2016. 29 Caseworkers are located within 16 VSP-funded organisations and 1 at the VSS. A meeting of the VSP caseworkers took place on 14 November 2016.
20. Under the Disability Awards Scheme the VSS engaged in procuring FOLD as a supplier for Home Adaptations. The VSS has also continued to engage with Health and Social Care Trusts in relation to Community Occupational Therapy provision and followed-up for individuals engaged with the scheme.

21. During this reporting period the Service continued to provide support for 45 individuals towards Chronic Pain treatments. The VSS has advised that there is ongoing work into developing a plan to review these individuals and their needs on a case-by-case basis. During this period the VSS worked with Belfast Health & Social Services Trust to continue the development of a Chronic Pain Management Review for delivery to identified individuals.
22. During this period the VSS continued with the implementation of a physiotherapy pilot with the Ashton Centre (North Belfast area) and WAVE (regional reach). The Service has advised that an interim evaluation is due at end of January 2017 and the Commission looks forward to reviewing its content.

### **Forum Services Working Group**

23. During this reporting period there was no interaction between the Victims and Survivors Forum and the VSS board or their senior management due to the replenishment process of the Forum. It is planned that an initial meeting will be held between the Victims and Survivors Forum members and the VSS Board and senior management in January 2017.

### **Summary**

24. The Individual Needs Programme had been fully allocated in this period and rolled out successfully to clients. The Caseworker approach has been further embedded into the process and has provided data and evidence for the Commission in relation to the development of advice on the new service delivery model. This new model was finalised in this period for implementation from April 2017.
25. Therefore, the Commission has not identified any new recommendations in this period for the INP Programme in addition to the policy advice issued in August 2016.

<b>Victim Support Programme</b>
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26. The Victim Support Programme (VSP) provides funding for organisations that provide health and wellbeing services and social support. The VSP has two funding streams: Large Grants (amounting to more than £75,000) and Small Grants (up to £75,000).

### **Reporting Data**

27. The Service has provided a summary of reporting data received to date for 2016/17 (at the time of compiling this report) and is illustrated here in Table 4 below:

**Table 4: VSS Reporting Data**

<b>December 2016 - Reflecting data submitted to VSS by 31 December 2016</b>	<b>Jul-Sept</b>	<b>Oct-Dec</b>
<b>&gt; £75k contracts</b>		
Number of groups issued with the finalised M&E materials	40	39
Number of groups yet to be issued with the finalised M&E materials	0	0

<b>&lt; £75k contracts</b>		
Number of groups issued with the finalised M&E materials	24	25
Number of groups yet to be issued with the finalised M&E materials	0	0
<b>Gender</b>		
Males (plus as a percentage of total)	3,170	3,723
Females (plus as a percentage of total)	4,575	5,498
Transgender	2	2
Blank	12	13
<b>Age</b>		
Age range	6 to 98	6 to 98
Average age	55	55
<b>Primary identification with Victims &amp; Survivors (Northern Ireland) Order 2006</b>		
Injured (physically)	559	630
Injured (psychologically)	4,996	6,086
Bereaved	1,480	1,690
Carers	294	349
Identifies with more than one category	93	137
Blank	337	344
<b>Health and wellbeing numbers accessing Services</b>		
Total number of clients accessing HWB services (note: not unique records, includes duplicated instances of individuals accessing multiple services)	3,508	4,389
Counselling	1,532	1,782
Complementary Therapies	1,845	2,420
CBT/EMDR	98	113
Other H&W services	33	74
Total number who have exited services	1,975	2,709
<b>Social Support numbers exited and numbers current</b>		
Total number of clients accessing Social Support services (note: not unique records, includes duplicated instances of individuals accessing multiple services)	13,318	17,727
Total number who have exited services	8,431	12,108
<b>Overall</b>		
Number of unique clients registered in VSS-funded organisations for the period 1 April 2016-31 December 2016	7,759	9,236
Number of clients that VSS can see have exited services for the period 1 April 2016-31 December 2016	10,406	14,817

28. In terms of analysis of this data, the items to highlight include the growth in the number of clients overall presenting for services continues to rise. The gender split of male to female clients has remained consistent at 60% female and 40% male.
29. In relation to the primary identification of victims and survivors the consistent increase in those clients presenting and registering with VSP funded organisations as psychologically injured is quite marked over the last three quarters. Table 5 below highlights this below:

**Table 5: Increase in Psychologically Injured**

Period 2016	Numbers presenting	Increase
April –June	1,292	
July-September	4,996	287%
October-December	6,086	22%

30. The increase in registrations is important in the context of a static budget and the opening of the VSP application process. Further, the increase in registrations may be reflected in the opening of INP for the 2017/18 period and registrations prior to the end of this financial year, with a potential impact upon eligibility for accessing the new support schemes. The Commission acknowledges this as a significant increase and would welcome a discussion on this issue at the next Tri-lateral meeting.
31. Those accessing services continues to increase particularly for counselling services and complementary therapies and the total number of clients completing and exiting services is also increasing.
32. The VSS continues to signpost and refer individuals to support within VSP-funded organisations. The Service has advised that during this operating period they made 2 referrals in October, 2 in November and 5 in December. The VSS also signposted individuals to a range of statutory services and community-based organisations during this reporting period (20 in October, 33 in November, 25 in December).

#### **Opening of VSP 2017 and PEACE IV Programmes**

33. During this period the focus has been on getting the call for applications to the VSP and PEACE IV Programmes operational which has resulted in a very busy period for VSS staff. The process began with the Department, the Commission and the VSS facilitating three regional Co-design information sessions at the end of October that provided an update on the new proposed service delivery model and the Mental Trauma Service development as well as details of the application process for both VSP and PEACE IV Programmes.
34. The VSS followed this up with four regional training sessions, entitled “Strategic and Project Planning for Successful Delivery Outcomes” that prepared the service providers for making an application. The VSP and PEACE IV Programmes then launched with an open call for applications on 24<sup>th</sup> November 2016 until 4<sup>th</sup> January 2017.



### **Support Visits**

35. VSS staff continued to meet and provide support to VSP-funded service providers during this reporting period. Support Officers conducted 16 visits in October, 13 in November and 9 in December 2016.

### **Summary**

36. Due to the finalisation of the Commission's advice on the new service delivery model in August 2016 no new recommendations in relation to the VSP Programme have been identified in this period.

## **Monitoring and Evaluation**

### **Management Information System (MIS)**

37. The VSS has initiated a project to deliver a new MIS system to fully integrate their records electronically. A contractor has been appointed to deliver the project in two phases, with Phase 1 focussing on INP and Phase 2 on VSP. The project is due to be completed in June 2017.

### **Monitoring and Evaluation**

38. Demonstrating the effectiveness of support services through robust monitoring and evaluation frameworks remains a matter of priority for the Commission. The Commission acknowledges the efforts made by the Service with VSP-funded organisations during 2016/17 in continuing to develop and progress processes.

### **Complementary Therapies**

39. The VSS has been working with 24 service providers since December 2015 to introduce the MYMOP (Measure Yourself Medical Outcome Profile) evaluation framework. Data is now available for 1,975 clients having completed therapies with 193 stopping early. Analysis of this data has been compiled into an infographic that is attached at Annex 1.

40. The analysis on symptoms, activities and general wellbeing indicated clinically significant outcomes for reduced symptom distress, improved capability to complete activities of daily living and general client wellbeing. The analysis provided also determined a clinically significant improvement in 82% of the overall MYMOP profile of individuals engaged in complementary therapies with 18% reporting no improvements. The VSS concludes that Complementary Therapies are not for everyone but the results indicate that an improvement occurs in 4 out of 5 individuals.

### **Physiotherapy**

41. A MYMOP system to monitor the Physiotherapy pilot has been implemented and first results are anticipated in January 2017.

### **Counselling**

42. The CORE Net system went live on 1st August 2016 for the first phase of organisations delivering counselling services. Trained practitioners have started entering data from their engagement with clients. To date, 665 clients have started therapy with 282 completing their counselling sessions. Of these 195 completed their agreed number of sessions, while 87 did not.

43. The Commission looks forward to receiving further MYMOP and CORE Net data analysis when available for these services.

#### **Workforce Training and Development Plan**

44. During this quarter and under the 2016/17 Workforce Training and Development Plan training has been provided in the following areas:

- “Top Tips” Train the Trainer Programme;
- Corporate Governance;
- Strategic and Project Planning for Successful Outcomes Delivery;
- QE5 appointed to deliver Befriending Training;

#### **Victims and Survivors Practitioners Working Groups**

45. During this period the Greater Belfast area met on 5 October and 8 December, the North West area met on 29 November and the Southern area group met on the 17 November. The three groups now have work programmes in place facilitated through subgroups.

### **Commission and Service Engagement**

#### **VSS Board**

46. During this reporting period the Commissioner and the VSS Chair held face-to-face meetings once in November 2016. The Commissioner and members of the VSS Board also attended a residential at the beginning of October.

#### **Trilateral Meetings**

47. No trilateral meetings were held during this quarter as the Commission developed a paper on moving towards steady state monitoring. The Commission, the Service and the Department are working towards agreeing a new Quarterly Report format to begin from April 2017.

#### **Collaborative Design**

48. In this reporting period CVS and the VSS attended two Collaborative Design meetings (14 November and 12 December). Three Co-design workshops were also held with the sector on 26, 27 and 28<sup>th</sup> October. The purpose of these workshops was to provide the sector with an overview of the Commission’s advice on a new service delivery model and to present to the sector the implications for the Victim Support Programme and also share the plans for the PEACE IV Programme.

#### **PEACE IV**

49. The Peace IV Programme proposal for €17.6m received Steering Committee approval on 2<sup>nd</sup> November 2016 and a pre contracting check was carried out on 15<sup>th</sup> November. This allowed the call for VSP and PEACE IV projects to open on 24<sup>th</sup> November 2016 until 4<sup>th</sup> January 2017.

50. A Letter of Offer was issued by SEUPB on 15<sup>th</sup> December 2016 with a three month deadline for the return of further information in order to allow the PEACE IV Programme to proceed.

### Queries and Complaints

51. The Service has a complaints procedure in place to answer, investigate and/or appeal feedback from individuals and organisations. In addition, the Commission also logs complaints from individuals not wishing to make a formal complaint.
52. For this reporting period, the VSS received four complaints as follows:

	VSS	CVS
1-31 October	1	0
1-30 November	1	0
1-31 December	2	0

53. No queries were received by the Commission and no clients were registered under challenging or unacceptable behaviour.

### Seminars

54. During this reporting period the Department, the VSS and the Commission held three Co-design workshops with the sector on 26, 27 and 28<sup>th</sup> October 2016. The Commission also held three Standards Consultation workshop on 12, 20 and 21<sup>st</sup> October 2016.

### Commission Research

55. During this period the Commission's research activity focussed on finalising the Review of the Victims and Survivors Strategy 2009-19. PACEC reported to the Steering Committee in December 2016 with the final Draft Summary Report. This report is to be finalised in the next reporting period
56. The Commission continued to develop the three research proposals for inclusion in a VSS-led application for funding from the PEACE IV Programme. The development plans for each project were progressed.

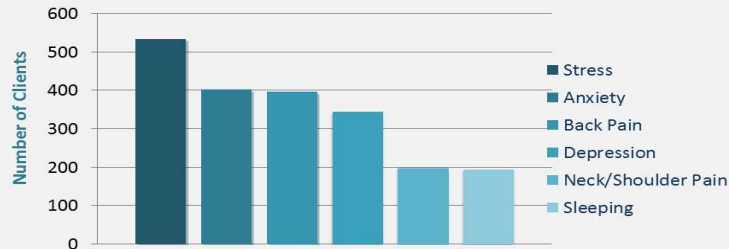
### Conclusions

57. The Commission is committed to continuing the tripartite relationship whereby the Department, Service and Commission works together in order to improve service delivery to victims and survivors. Collaborative approaches to sectoral issues in this reporting period included ongoing interaction through Collaborative Design, engaging with VSP-funded organisations and the Department of Communities regarding welfare changes and ensuring that the views of victims and survivors are reflected in the Commission's response to the draft Programme for Government framework.
58. At the September trilateral meeting the future approach and format of the meetings was highlighted as an area for discussion. The Commission and the VSS worked over this period on agreeing a new steady state monitoring framework in line with a new set of outcomes that have been agreed as part of the Programme for Government. Work on completing this framework will be finalised in the January to March 2017 quarter in order to move to a new reporting template from 1<sup>st</sup> April 2017 onwards.

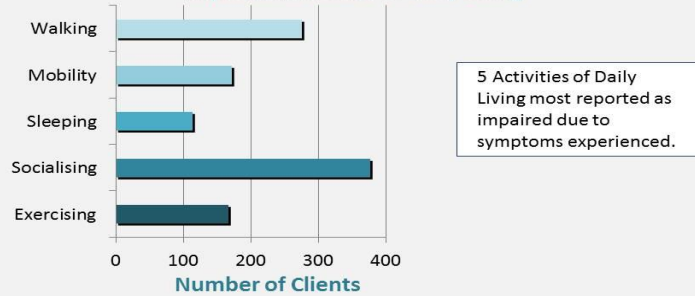
## Complementary Therapies

Measuring the impact of Complementary Therapies provided by VSS supported organisations

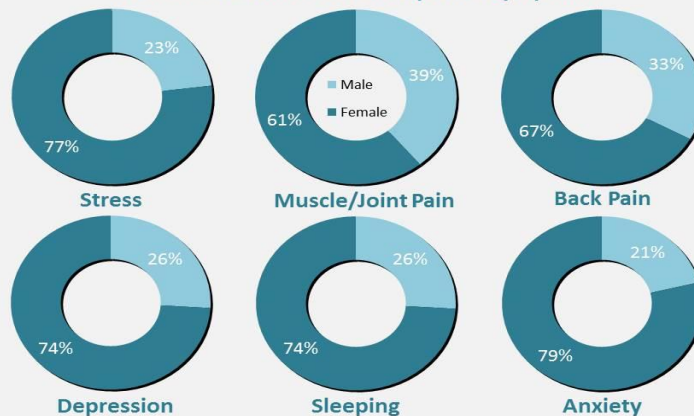
### Main Symptoms Reported



### Impaired Activities of Daily Living



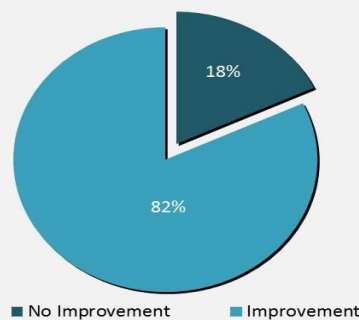
The number of females availing of Complementary Therapies exceeds the number of males for all reported symptoms



### Individual Outcomes, Pre- Vs Post-Treatment

A change in rating score in MYMOP is clinically significant when it represents a change that is of importance to the individual client concerned\*. Using a seven point score such as MYMOP, the clinically minimal important difference for the change score is between 0.5-1.0. This means that any change below '0.5' does not represent a change of any importance to the client, and any change above '1' does.

[Guyatt GH, Juniper EF, Walter S, Griffith L, Goldstein RS. Interpreting treatment effects in randomised trials. British Medical Journal 1998;316:690-693.]



Complementary Therapies are not for everyone, but results indicate an improvement in 4 out of 5 individuals



\*As with all data analysis, it is important to consider results in the context of other interventions and experiences which will have a contribution to both the positive and negative outcome of any treatment

Sample Size: 1975