

# **Victims and Survivors Service Limited**

## **Annual Report and Accounts For the year ended 31 March 2022**

Laid before the Northern Ireland Assembly under the statutory provision for the Victims and Survivors Service Limited, the Budget Act (Northern Ireland) 2016,  
by The Executive Office

on

6 February 2023

**COMPANY NUMBER: NI 611922**

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This publication is also available for download from our website at [www.victimsservice.org](http://www.victimsservice.org).

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## **Officers and Professional Advisers**

### **Officers and Professional Advisers**

#### **Directors**

Oliver Wilkinson – Director appointed 2 December 2013, Chair appointed 1 April 2015

Bertha McDougall – Director appointed 2 December 2013

Patricia Haren – Director appointed 1 April 2015

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Northern Ireland Audit Office

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#### **Principal Bankers**

Danske Bank

8/9 Donegall Square North

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BT1 5GJ

## Foreword

I am pleased to present the Victims and Survivors Service Limited Annual Report and Accounts for the 2021-22 financial year. There have been a number of significant challenges presented to the organisation this year, which have been overcome by our dedicated staff and Board members.

### *Emerging from the COVID-19 pandemic*

A key focus during 2021-22 has been to ensure that VSS support remains effective and adaptive to the changing environment – largely free from previous restrictions, but with ongoing caution, particularly amongst those most vulnerable.

During the year, some of the most urgent elements of the VSS response to the covid pandemic which were engaged in the previous year, have given way to new ways of delivering services. With some necessary changes in approach proving effective, VSS has sought to retain what has worked well for those we support, alongside returning to service provision in a more normal context – remaining conscious to individual need and choice.

### *Key achievements*

#### *Service launch for Survivors of Historical Institutional Abuse*

Dedicated health and wellbeing services for survivors of HIA launched on 1 December 2020, following a period of valuable engagement and co-design with HIA survivor groups and other stakeholders. WAVE Trauma Centre and Advice NI were appointed as community partners to enable survivors to access much needed local support and care. These community services commenced in May 2021 following their recruitment and procurement processes.

By March 2022, 626 survivors had engaged and accessed a range of support and services including disability aids, psychological therapies, listening ear and persistent pain in addition to advocacy and casework support to engage with other agencies.

#### *Interim Support for Mother and Baby Institutions and Magdalene Laundries*

On 21 June 2021, at the request of the Department of Health, the Victims and Survivors Service (VSS) commenced a co-design process to identify support and services needed for those impacted by Mother and Baby Institutions, Magdalene Laundries and Workhouses in Northern Ireland.

The process was conducted over a 3-month period during which VSS met with other organisations, agencies and individuals including service delivery bodies and academics in an effort to identify areas of need. Based on the key themes/patterns that emerged during the process, the following five key areas of need and support were identified:

- Health & Wellbeing Support
- Social Support
- Information Recovery & Family Tracing
- Welfare Support
- Advocacy Support

Following submission of a proposed service delivery model to The Executive Office, VSS was appointed on 13 January 2022 to deliver health and wellbeing support and services to those impacted by Mother and Baby Institutions, Magdalene Laundries and Workhouses.

From Monday 24 January 2022, interim support services have been available to meet immediate needs in the areas of: persistent pain, disability aids, psychological and social support.

VSS will work in early 2022-23 towards the appointment of community partners to support in the delivery of local and easily accessible support and services in line with the areas of need outlined above, with the full complement of services available in the coming months.

#### *Troubles Permanent Disablement Payment Scheme (TPDPS)*

With the opening of the TPDPS in August 2021, many victims and survivors who are permanently disabled have had the opportunity to consider making an application. I am pleased that the work of the VSS, along with community partners, has helped to ensure that consideration has been given to the applicant experience, in a trauma-informed way, throughout the preparations for the opening of the Scheme. Whilst it is encouraging to note the level of support for applicants which has now been provided, I do not underestimate the challenges ahead in terms of continuing implementation of the scheme.

#### *Partnership and Collaboration*

The work which VSS delivers is not possible without the close working relationships with our community and voluntary partners and other statutory bodies namely The Executive Office (TEO), the Commission for Victims and Survivors (CVS) and the Commissioner for Survivors of Institutional Childhood Abuse (COSICA).

As in previous years, VSS has continued to maintain relationships with a range of key stakeholders. The necessity to work across sectors and collaboratively with a range of partners is evidence that the needs of victims and survivors today are complex, wide ranging and cannot be addressed with a 'one size fits all' approach. I welcome the support, understanding and best practice from our partners to improve how we deliver services.

*Looking ahead / planning for the future*

I look forward to a number of exciting new opportunities for VSS in the coming year. Notably, 2022/23 will see the launch of regional support and services for those impacted by Mother and Baby Institutions, Magdalene Laundries and Workhouses – building upon the interim support described above. This further step reflects an increasing breadth to the support offered by VSS and our community partners.

The final development and implementation of the Regional Trauma Network (RTN) in 2022/23 will be a significant milestone. The RTN has the potential to provide meaningful outcomes for victims and survivors through a unique partnership between the Statutory and Community & Voluntary Sectors.

The planning in 2022/23 for a PEACE PLUS project which aligns to the next victims strategy, and to the RTN will be another important part of the interlinking structures within the VSS Service Delivery Model.

As the above opportunities are realised in the coming years, it is imperative that VSS has the appropriate structures, culture and resources in place to deliver with success. I look forward to the outcome of ongoing work in respect of culture and structures in the coming months.

Finally, the significant commitment and dedication of our Staff and Board Members should be acknowledged. In the context of continued uncertainty across a range of areas, the staff and organisational culture of ensuring a victim-centred approach to service delivery has been of critical importance.



Oliver Wilkinson

**Chairperson**

**Date: 27 January 2023**

## **Performance Report for the year ended 31 March 2022**

### **1.1 Overview**

#### **Chief Executive and Accounting Officer's Statement**

As Chief Executive of the Victims and Survivors Service Limited, it is my role to support the Board in its work and to ensure the day to day operation and management of the organisation is effective and efficient.

The 2021-22 year presented unique challenges, as we began to emerge from the pandemic and work towards returning to a more normal approach working, and to service delivery. In doing so, we sought to learn from the changes which the pandemic had enforced, and to find a new way of working which retained some of the positive adaptations where these had led to efficiencies and to ways of supporting victims and survivors more flexibly and effectively.

During 2021-22, the Victims and Survivors Service Limited issued self-directed assistance payments and persistent pain home heating to more than 6,400 victims and survivors who are bereaved, injured or carers. This included payments to over 800 bereaved individuals availing of this support for the first time, following the re-opening of the bereaved element of the scheme (which had been closed since March 2017). The re-opening of this scheme, at a time when many victims and survivors have faced difficult times, was a welcome development built upon a strong evidence-base presented by VSS in collaboration with the sector.

Ensuring the performance of the Victims and Survivors Service Limited in terms of delivery plan targets is one of my key functions. It is important that a key focus is maintained in order to achieve the best outcomes for victims and survivors alongside robust clinical and corporate governance arrangements.

Within this challenging context, I am pleased to report the Victims and Survivors Service Limited has fully achieved 32 out of its 46 targets for the year ended 31 March 2022 (with partial achievement in a further 10). The majority of the areas in which targets were not fully achieved related to HIA service delivery – where initial target setting in a new area was challenging. The Victims and Survivors Service Limited has also managed its resource budget within the required tolerance of 1.5% of the budget allocation.

The implementation of an outcomes based approach to service delivery has been embedded across the organisation for a number of years now, with data on outcomes captured across an increasing range of activities. This approach is applied consistently across all established and new areas of work. Along with the service delivery model, this



## **Performance Report for the year ended 31 March 2022**

approach is making significant improvements to the quality of services provided and to the health and wellbeing of victims and survivors.

### **Formation and Status**

The Victims and Survivors Service Limited was established under the direction of The Executive Office and the Victims and Survivors Service Limited was incorporated on 27 March 2012 as a private company limited by guarantee.

### **Introduction**

This section of the Performance Report outlines the strategic context and operating environment of the Victims and Survivors Service Limited in respect of the support and services provided to victims and survivors of the Troubles/conflict and survivors of Historical Institutional Abuse. This includes:

- Strategic Framework
- Key strategies and objectives
- Key programmes
- Key stakeholders and engagement

## Strategic Framework: Victims and Survivors Service Limited

In December 2015, the Victims and Survivors Service Limited Board carried out a strategic review of the vision, mission and values of the organisation.

The same strategic direction remained in place throughout 2021-22 for support and services to victims and survivors of the Troubles/conflict and survivors of HIA as follows:

### OUR VISION

*To improve the health and wellbeing of victims and survivors*

### OUR MISSION

*We work to ensure that victims and survivors, and the wider community, are aware of the support and services available to them*

*We work to support victims and survivors to access quality services in line with their individual needs*

*We listen to and learn from victims and survivors and others, creating and maximising opportunities to share information and knowledge*

### OUR VALUES

#### **TRUST**

*Working confidentially, impartially and respectfully with victims and survivors and others to develop and sustain an open and honest relationship*

#### **UNDERSTANDING**

*Listening to and learning from victims and survivors and others*

#### **RESPONSIVE**

*Continually developing our people and services through growth and innovation*

#### **ACCOUNTABLE**

*Applying good corporate and clinical governance to all that we do*

*A process to review and update the vision/mission/values commenced late in the year, and resulted in an update during the 2022/23 year.*

**Victims and Survivors Strategy 2009-19  
(Victims and survivors of the Troubles/conflict)**

The Victims and Survivors Service Limited is the delivery body named in the ten-year Strategy for Victims and Survivors 2009-19 published by the Office of the First Minister and Deputy First Minister, now known as The Executive Office. It is responsible for providing support and services to victims and survivors on behalf of The Executive Office.

“Victims and Survivors” has the meaning ascribed by the Victims and Survivors (Northern Ireland) Order 2006, as amended by the Commission for Victims and Survivors (Northern Ireland) Act 2008. This definition has two distinctive dimensions, as follows:

- (1) *In this Order references to “victim and survivor” are references to an individual appearing to the Commission to be any of the following:*
  - (a) *someone who is or has been physically or psychologically injured as a result of or in consequence of a conflict-related incident;*
  - (b) *someone who provides a substantial amount of care on a regular basis for an individual mentioned in paragraph (a); or*
  - (c) *someone who has been bereaved as a result of or in consequence of a conflict-related incident.*
  
- (2) *Without prejudice to the generality of paragraph (1), an individual may be psychologically injured as a result of or in consequence of:*
  - (a) *witnessing a conflict-related incident or the consequences of such an incident;*  
*or*
  - (b) *providing medical or other emergency assistance to an individual in connection with a conflict-related incident.<sup>1</sup>*

In the absence of Ministers and a functioning Northern Ireland Executive, a new Victims and Survivors Strategy for the post 2019 period was not developed before the end of 2019. With the return of the Assembly and Executive in early 2020, work was completed on the evaluation of the 2009-19 strategy and the design of a new strategy commenced. In the interim, the existing strategy was extended for two years, and the Victims and Survivors Service Limited programmes also extended for a further two years (2020-21 and 2021-22). The Victims and Survivors Service Limited has continued to deliver services and support in line with the existing strategy and will continue to assist with the development of the subsequent strategy through a process of co-design with The Executive Office, The Commission for Victims and Survivors, and key stakeholders including our community partner organisations.

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<sup>1</sup> Victims and Survivors (Northern Ireland) Order 2006, available at:  
<http://www.legislation.gov.uk/nisi/2006/2953/contents>

## **Performance Report for the year ended 31 March 2022**

A co-design process to design a new strategy commenced in 2021-22, and this work remains ongoing at time of writing. The VSS programmes have also been extended for 2022/23, with an option to extend for a further year in 2023/24, following which a new programme cycle will commence aligned to the next strategy.

### **Report of the Historical Institutional Abuse Inquiry (2017) (Survivors of Historical Institutional Abuse)**

In its report, the inquiry into Historical Institutional Abuse recommended:

- an apology
- a memorial
- **additional service provision/specialist care and help for those who were abused**
- a statutory commissioner for survivors of institutional childhood abuse (COSICA)
- financial compensation to be administered by a redress board
- annual grant funding for the Child Migrants Trust

In line with the recommendations The Historical Institutional Abuse (Northern Ireland) Act 2019 became an Act of Parliament on 5 November 2019, with the Act providing the legal framework for establishing the HIA Redress Board and Statutory Commissioner.

The HIA Redress Board was formally established on 31 March 2020, with its principal function to receive and assess applications made by survivors or in respect of survivors. As of 31st January 2020 they the Board had received 2,334 applications.

The First and deputy First Ministers appointed Ms Fiona Ryan as the Commission for Survivors of Institutional Childhood Abuse (COSICA) on 6 October 2020 for a five-year term from 14 December 2020.

The Executive Office appointed VSS as the service delivery body for the provision of Health and Wellbeing service to survivors of Historical Institutional Abuse on 23 October 2020, and the delivery of HIA support and services in line with the VSS service delivery model has been embedded throughout 2021/22.

### **Mother and Baby Institutions, Magdalene Laundries and Workhouses**

The VSS was appointed on 13 January 2022 to deliver health and wellbeing support and services to those impacted by Mother and Baby Institutions, Magdalene Laundries and Workhouses.

From Monday 24th January 2022, interim support services have been available to meet immediate needs in the areas of: persistent pain, disability aids, psychological and social support.

## **Performance Report for the year ended 31 March 2022**

VSS will work in early 2022-23 towards the appointment of community partners to support in the delivery of local and easily accessible support and services, with the full complement of services available in the coming months

### **Strategic Priorities**

The Victims and Survivors Service Limited has the following three priorities:

1. Delivering a needs-based approach to allocating resources and defining services;
2. Ensuring the highest standard of service provision for those in need; and
3. Measuring outcomes associated with the allocation of resources and services.

These priorities underpin the work of the Victims and Survivors Service Limited in delivering three programmes of support for Victims and Survivors of the Troubles/conflict and two programmes of support for survivors of Historical Institutional Abuse (HIA).

### **Programmes supporting victims and survivors of the Troubles/conflict**

#### ***Support for Individuals: the Individual Needs Programme***

The Victims and Survivors Service Limited aims to provide support that is responsive to the particular needs of the individual and that respects the dignity and personal choices of each victim and survivor.

Assistance for individuals is delivered under both the Individual Needs and the Health & Wellbeing Programmes and is informed by advice given by the Commission for Victims and Survivors in relation to the needs of victims and survivors. It includes:

- Support for individuals living with physical and psychological injuries to access services and goods that contribute to improved wellbeing and quality of life;
- Support for primary carers and for the bereaved to access services and goods that contribute to improved wellbeing and quality of life;
- In certain circumstances: direct financial assistance for victims and survivors; and
- In certain circumstances: support for individuals to access education, training and other opportunities.

#### ***Funding for Organisations: the Victims Support Programme***

The Victims and Survivors Service Limited provides support and funding to community partner organisations to provide services and support to victims and survivors on a regional basis. The work funded through the Victims Support Programme within these

## **Performance Report for the year ended 31 March 2022**

organisations meets the Victims and Survivors Service Limited vision and mission (outlined above) and is informed by advice given by the Commission for Victims and Survivors regarding the needs of victims and survivors.

The services and support delivered by organisations funded through the Victims Support Programme include:

- Talking therapies and complementary therapies that improve the mental, emotional and physical wellbeing of victims and survivors and that enhance their quality of life;
- Services that support and maintain resilience and wellbeing among victims and survivors;
- Welfare advice and support for victims and survivors and opportunities/activities focused on personal and professional development; and
- Support and activities for young people affected by the impact of trauma in families and communities.

### ***PEACE IV Programme***

The PEACE IV Programme is a unique cross-border initiative, designed to support peace and reconciliation in Northern Ireland and the Border Region of Ireland. It also contributes to the promotion of social and economic stability.

The Victims and Survivors Service Limited, as Lead Partner in this project, received a Letter of Offer on 15 December 2016 for a project running initially from 1 November 2016 to 31 July 2021. A further extension was awarded in July 2020, increasing the value of the project and extending the end date to 31 December 2022.

The PEACE IV Programme has added value to the existing Victims Support Programme by investing in cross-border advocacy and health and well-being services. It has also complemented and enhanced the Individual Needs Programme by enabling the development of an engagement and outreach network of qualified and experienced Health and Wellbeing caseworkers which connects victims and survivors to services and the delivery of additional services and support.

Specifically, the PEACE IV Programme includes provision for:

- The development of a Network of Regional Health and Wellbeing Case Managers and Health and Wellbeing Case Workers based in organisations across Northern Ireland and Great Britain (1) to identify and address the needs of victims and survivors (5 Case Managers, 26 Health and Wellbeing Case Workers);

## **Performance Report for the year ended 31 March 2022**

- The delivery of Advocacy Support to include practical support for victims and survivors engaging with institutions, historical process and inquiries (6 Advocacy Managers, 21.5 FTE Advocacy Support workers);
- A Resilience Programme to address existing gaps and meet the individual needs of victims and survivors based on the Take 5 Framework for Health and Wellbeing (<https://www.publichealth.hscni.net/publications/take-5-steps-wellbeing-english-and-11-translations>); and
- The development of the capacity of the sector through training and development to meet national and regional standards, research, and improved regulation.

### **Programmes supporting survivors of Historical Institutional Abuse (HIA)**

The needs based service delivery model for victims and survivors, considers Health and Wellbeing in its broadest sense, with support and services coordinated by VSS in partnership with community partners, underpinned by a network of HWB caseworkers which improves pathways and the survivor journey.

#### ***Funding for Organisations***

The Victims and Survivors Service Limited provides support and funding to two community partner organisations to provide services and support to survivors of HIA across Northern Ireland.

The services and support delivered by the two funded organisations include:

- Health and Wellbeing Case Workers to identify and address the needs of survivors of HIA;
- Talking therapies and complementary therapies that improve the mental, emotional and physical wellbeing of victims and survivors and that enhance their quality of life.
- Services that support and maintain resilience and wellbeing among victims and survivors;
- Welfare advice and support for survivors and opportunities and activities focused on personal and professional development.
- Support to retrieve information and access records to assist with family reunification and redress processes.
- Support to navigate redress processes and aid in the documenting of 'Statements of Lived Experiences' for the purposes of redress.

## Programmes supporting those impacted by Mother and Baby Institutions, Magdalene Laundries and Workhouses (MBIMLW)

The VSS was appointed on 13 January 2022 and commenced the delivery of interim support services on 24 January 2022 for those with immediate needs in the areas of: persistent pain, disability aids, psychological and social support.

VSS will work in early 2022-23 towards the appointment of community partners to support in the delivery of local and easily accessible support and services including dedicated health and wellbeing caseworkers, complementary therapies, information recovery services, personal development and welfare support.

### Stakeholders and Key Relationships

The Victims and Survivors Service Limited aims to support victims and survivors as they engage with the diverse services, agencies and other parts of society that contribute to the full and healthy life of the individual.

To achieve this, the organisation needs and values a strong network of partners with whom it can communicate and work in the interests of both victims and survivors of the Troubles/conflict and survivors of HIA. These key partnership level stakeholder relationships are illustrated in **Diagram 1** below.

**Diagram 1: Partnership-level Stakeholders**





## **Performance Report for the year ended 31 March 2022**

In practical terms, these relationships function as follows:

### **Links between the Victims and Survivors Service Limited and TEO**

The Victims and Survivors Service Limited is an executive non-departmental public body of TEO. It was established by the then OFMDFM (now TEO) to administer funding and support to victims and survivors of the Troubles/conflict. In October 2020, TEO further appointed the Victims and Survivors Service Limited to provide Health and Wellbeing Services to survivors of Historical Institutional Abuse (HIA).

The Victims and Survivors Service Limited is accountable to TEO in terms of its procedures, activities, and financial responsibilities which are managed through a Management Statement and Financial Memorandum (MSFM) and regular Accountability meetings.

### **A pathway of communication and reporting between the Victims and Survivors Service Limited, CVS, and the Victims and Survivors Forum.**

These bodies work together to review the delivery of services for victims and survivors (as well as other matters, including the impact on victims and survivors of the thematic areas of work referred to as *Dealing with the Past, and Building for the Future*). On the basis of this analysis and insight, the Commission is responsible for developing advice for TEO on policy matters affecting victims and survivors. As part of its role the Commission also promotes the interests of victims and survivors, undertakes research and reviews the effectiveness of the services provided to victims and survivors.

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

There is a close link between the Victims and Survivors Service Limited and the practitioners within community partner organisations.

During 2021-22, the Victims and Survivors Service Limited established a number of working groups to input into the design of new service areas such as recording of lived experience, addictions and social support/social prescribing. These groups continued to meet during 2021-22 – and an additional 'Services Working Group' was established.

The work of these groups has helped to inform development of the Victims Strategy, and to generate useful tools and guides such as the Recording Lived Experience Toolkit.

### **A pathway of communication and reporting between the Victims and Survivors Service Limited, COSICA, and the Advisory Panel.**

The Commissioner for Survivors of Institutional Childhood Abuse (COSICA) was appointed by the First and deputy First Minister in October 2020 and took up post on 14

## **Performance Report for the year ended 31 March 2022**

December 2020. The Commissioner continues to work towards the establishment of an Advisory Panel comprising survivors of HIA.

These bodies work together to review the delivery of services for survivors of HIA. On the basis of this analysis and insight, the Commission is responsible for developing advice for TEO on policy matters affecting survivors of HIA.

A Co-Design Programme to continue learning and development around the support needs of survivors of HIA will continue into 2022-23.

This will bring together expertise from across the TEO Historical Institutional Abuse Implementation Branch, COSICA, the Victims and Survivors Service Limited and the Redress Board.

### **Strategic Developments Impacting Programmes Delivery and Stakeholder Engagement**

The Victims and Survivors Service Limited continues to operate within a challenging, complex and changing strategic context. Key elements of this context include:

#### **1. New Victims Strategy**

The ten year strategy published by The Executive Office in November 2009 has been extended for two years, to allow for the co-design of a new strategy. That co-design process commenced in April 2021 with initial sessions attended by representatives of partner organisations in the community & voluntary sector. The process continued throughout 2021/22, to help design and develop a new strategy which builds on lessons from the previous strategy (including the formal evaluation of that strategy), identify areas for further research, and consider structures, timeframes and delivery models. It is anticipated that a draft Strategy will be available for consultation in Autumn/Winter 2022.

#### **2. The Troubles Permanent Disablement Payment (TPDP) scheme**

This scheme was established following the publication of [Victims Payment Regulations 2020](#) to acknowledge the harm suffered by those injured in the Troubles/conflict in Northern Ireland. This scheme opened for applications in August 2021.

The Victims and Survivors Service Limited is supporting victims and survivors both directly (primarily through sharing of information/records held by the Victims and Survivors Service Limited), and indirectly (through five of our community partner organisations which have been provided with additional resources to directly support applicants and assist with applications). We have worked closely with colleagues from DoJ, TEO, CVS and community organisations to help ensure that the implementation arrangements for the scheme were developed in a victim-centred way, and to ensure that individual victims and survivors have access to

support when needed (both in terms of applications and also wider Health & Wellbeing support).

**3. Legacy issues including delays to implementation of the Stormont House Agreement**

A wider context of political uncertainty remains due to the delay in implementing measures discussed in the Stormont House Agreement (2014).

Following the Ministerial Statement of March 2020, the outcome of a number of high profile legacy cases during early 2021, and more the uncertainty around the approach to dealing with the past continues, resulting in further difficulty for victims and survivors.

The Victims and Survivors Service Limited has continued to monitor the lack of political agreement on the Stormont House Agreement legacy institutions as a strategic risk that dilutes the potential strategic impact of the PEACE IV funded Advocacy Support Programme.

The Northern Ireland Troubles (Legacy and Reconciliation) Bill, published after the year end (May 2022) includes a range of measures which do not have the support of many of the victims and survivors supported by VSS. We will continue to monitor the progress of the Bill and engage with our Advocacy Support Network and the wider sector to examine the implications for advocacy support and for PEACE PLUS preparations. It will also be necessary to monitor increasing needs for health and wellbeing support for victims and survivors impacted by the Bill, should it progress.

**4. Regional Trauma Network**

The background and progression of the design of the Regional Trauma Network has been detailed in previous Annual Reports. During the 2021-22 year, significant progress has been made, when in February 2022, a Ministerial direction on the way forward for the RTN was issued in terms of a dedicated pilot for 3 years protecting and prioritising pathways for victims and survivors. VSS has engaged in a co-design programme with our Community Partners, Health and Social Care Trusts, TEO and DoH focusing on the development and implementation of the RTN with a proposed launch in Autumn 2022.

**5. Growing demand for services and changing needs of victims and survivors**

The current service delivery model (2017-20) is based on the Commission for Victims and Survivors' *Victims and Survivors Delivery Model for 2017-2020 Policy Advice Paper* (August 2016) approved by Ministers in November 2016. Moving away from a grant-led approach towards a needs-based and outcomes-focused model of integrated services and support, the model works in partnership with funded organisations across the region.

## **Performance Report for the year ended 31 March 2022**

Using the outcomes based monitoring and evaluation data and in consultation with victims and survivors and their representative groups, the Victims and Survivors Service Limited has identified gaps and required changes in service provision. In particular, the needs of the Bereaved have been highlighted. In March 2020, the Self-Directed Assistance Payments scheme reopened for applications from individuals bereaved of a parent, spouse/partner or child, who had missed this cut-off date - enabling them now to access a payment in 2021-22 and in subsequent years. A total of 815 bereaved victims and survivors have been supported in 2021-22 through the re-opening of the scheme.

### **6. Historical Institutional Abuse (HIA)**

An extensive co-design and stakeholder engagement programme has been established with TEO and COSICA to enable and encourage continual learning and improvement. This collaborative effort will focus on and support a range of strategic development areas including (i) memorial (for example, working in partnership with colleagues in COSICA, TEO and the Arts council in contributing to the implementation of the outstanding recommendation of a memorial for survivors) (ii) service development (such as working closely with the HIA Redress Board in implementing the recommendations of the recent review to promote and enhance the client journey for survivors (iii) quality management (for example, further development of our current monitoring and evaluation systems and processes within the wider integrated support model across the Victims and Survivors Service Limited and community partners).

### **7. Interim support for those impacted by Mother & Baby Institutions, Magdalene Laundries and Workhouses**

From Monday 24 January 2022, interim support services have been available to meet immediate needs in the areas of: persistent pain, disability aids, psychological and social support.

VSS will work in early 2022-23 towards the appointment of community partners to deliver local and easily accessible support and services including dedicated health and wellbeing caseworkers, complementary therapies, information recovery services, personal development and welfare support.

## **Summary Performance against Delivery Plan Strategic Outcomes**

The principal activities of the Victims and Survivors Service Limited in this year have been outlined above. This activity was premised on **5** Strategic Outcomes, comprising **46** Key Actions (with associated outputs and outcomes), agreed with The Executive Office

## Performance Report for the year ended 31 March 2022

The 5 Strategic Outcomes for 2021-22 were as follows:

1. Improved health and wellbeing of Victims and Survivors;
2. Victims and Survivors, and those most in need, are helped and cared for;
3. Victims and Survivors, and their families, are supported to engage in legacy issues;
4. Improved access to opportunities for learning and development; and
5. An efficient and effective organisation.

Achievement Status		Status Description
BLUE	32	Completed
GREEN	-	Achieved or on track for delivery
GREEN/AMBER	5	Broadly on track and there is <i>justifiable</i> confidence of getting close to targeted outcomes
AMBER	5	Progress less than planned. Significant doubt around the achievement of targeted outcomes
RED	4	Commitments not achieved or not expected to be achieved within the current PfG period

At year end, 5 targets were partially achieved and 4 targets were not achieved. Six of these targets not achieved or partially achieved related Historical Institutional Abuse – arising primarily due to the difficulty in setting realistic targets in a new area of work (more details on each target below).

Targets partially achieved or not achieved:

- Complementary Therapy (HIA) (Partially Achieved)
- Resilience (HIA) (Partially Achieved)
- Persistent Pain (HIA) (Partially Achieved)
- PDP (HIA) (Not Achieved)
- Education & Training (HIA) (Not Achieved)
- 1:1 Literacy & Numeracy (HIA) (Not Achieved)
- Volunteering (Not Achieved)
- Regional Trauma Network (Partially Achieved)
- Establishment of a Partnership Agreement between TEO and the Victims and Survivors Service Limited (Not Achieved)

The specific reasons for partial or non-achievement of these nine delivery plan targets are as follows:

- **HIA support:**

The targets were small and set at an individual intervention level for budgetary management purposes only in what was year 1 of service delivery in this area. These 6 targets relating to 'Step 2 and 3' types of interventions such as Complementary Therapies, Persistent Pain and Resilience interventions were significantly below estimated 'business case' demand.

Other 'Step 1' interventions such as Outreach, Welfare and Listening Ear are significantly over and above the estimated 'business case' demand.

This is interesting and perhaps not unexpected. It is difficult to identify whether this was as a result of Covid-19, lack of communications and awareness or due to barriers such as stigma and shame impacting on confidence to disclose abuse or time needed to build trust with caseworkers and VSS as a 'state' institution.

- **Volunteering**

This has continued to be a lower priority area for our community partners as focus has turned towards re-establishment of support and services post-covid restrictions. This is not to say that extensive volunteering is not taking place across the sector. Additional new awards/support has not however arisen to the extent provided for within the target.

- **Regional Trauma Network (RTN)**

The revised target in respect of the RTN was to engage in renewed co-design with HSCB / TEO / Statutory Sector / Victims and Survivors Sector. Due to COVID-19, this area of work was temporarily put on hold due to pressures on our colleagues in the health service. Re-engagement commenced in 2021-22. In February 2022, Ministerial direction on the way forward for the RTN was issued in terms of a dedicated pilot for 3 years protecting and prioritising pathways for victims and survivors. VSS are currently engaged (post year end) in a co-design programme with our Community Partners, Health and Social Care Trusts, TEO and DoH focusing on the development and implementation of the RTN with a proposed launch in Autumn 2022.

- **Partnership Agreement**

A target to engage with TEO with a view to the establishment of a Partnership Agreement has not been achieved. At the request of TEO for capacity reasons, has been deferred into the 2022-23 financial year, allowing time for a Partnership Charter for ALBs to be implemented.

## Performance Report for the year ended 31 March 2022

Further details of these summary performance indicators are outlined in the extracts of the Victims and Survivors Service Limited Delivery Plan, provided in [Appendix 2](#).

### Summary Programme Performance

#### *Victims Support Programme (2021-22)*

##### *Support for Victims and Survivors of the Troubles/conflict*

- The Victims Support Programme provides funding to organisations to enable them to deliver services and support to victims and survivors. This Programme is delivered in four main streams (see [Table 1](#) on page 27).
- Following a call for funding that opened in November 2016, applications to the Programme were assessed against published criteria and Letters of Offer were issued to 55 successful organisations to deliver services over a three year period from 1 April 2017 to 31 March 2020. 49 organisations provided services to victims and survivors in the course of the 2021-22 year.

#### *Individual Needs Programme (2021-22)*

##### *Support for Victims and Survivors of the Troubles/conflict*

- The Individual Needs Programme delivers funding and funded services directly to individuals who meet the definition of a victim or survivor, as per the Victims and Survivors (NI) Order (2006) (see page 11).
- 2021-22 was the fifth year of service delivery under the needs-based service delivery model. This has required continued partnership working with Victims Support Programme funded organisations across the region, supported and enabled by the PEACE IV funded Health and Wellbeing Caseworker Network and Advocacy Support Network.
- Over 2021-22, targets for the delivery of support under the Individual Needs Programme were exceeded: a total of **7,245** individuals accessed assistance.
- Overall, this fifth year of implementation has been a success, while also being the most challenging yet given the COVID-19 restrictions. There were low numbers of complaints received and positive feedback from individuals recorded. Learning has been incorporated and reflected in improvements in processes and procedures to enhance the client experience towards achieving better health and wellbeing outcomes.

## Performance Report for the year ended 31 March 2022

- As with the Victims Support Programme, the continuation of measures to tackle COVID-19 required a significant change in the way Health and Wellbeing services and support were delivered throughout the year. For much of the year Health and Wellbeing caseworker assessments had to be carried out by telephone or video calling.

### ***PEACE IV Programme (2016-22)***

#### ***Support for Victims and Survivors of the Troubles/conflict***

- The PEACE IV Programme complements and enhances the existing services and support delivered under the Victims Support Programme and Individual Needs Programme. 2021-22 was the fifth full year of implementation of this Programme as an integrated and value-adding element of the revised service delivery model.
- On project initiation **18** organisations were awarded PEACE IV funding totalling **£7.5m** to deliver services under this Programme. **13** organisations were in receipt of PEACE IV funding in 2021-22
- The structures for the implementation of the PEACE IV Programme are well embedded. Networks have been established for both the Health and Wellbeing Caseworkers and the Advocacy Support Programme. These networks provide ongoing peer support for PEACE IV funded staff as well as providing an opportunity to further develop and refine processes and procedures.
- Activity and expenditure has continued to increase during 2021-22 in line with the agreed project work plan, setting the Programme on course to meet its objectives for the remainder of the Programme period.

### ***Historical Institutional Abuse (HIA)***

- On 23 October 2020, the Victims and Survivors Service Limited was appointed by The Executive Office to coordinate and deliver health and wellbeing support and services to survivors of HIA.
- The service launched on 1 December 2020, following a period of engagement and co-design with survivors and other stakeholders. VSS appointed WAVE Trauma Centre and Advice NI on 1st December 2020 as community partners to enable survivors of HIA to access local support and services. Community services commenced in May 2021 following their recruitment and procurement processes.
- As at March 2022, **626** survivors have engaged and accessed a range of support and services including disability aids, psychological therapies, listening ear and



## Performance Report for the year ended 31 March 2022

persistent pain in addition to advocacy and casework support to engage with other agencies.

- Between 1 April 2021 and 31 March 2022 dedicated HWB Caseworkers engaged with **188** individuals to identify their unique needs for support. Based on their assessments **198** additional needs based packages of support were provided across a range of areas including Persistent Pain, Disability Aids, Education & Training, Psychological Therapies, Trauma Focused Physical Activity and Social Isolation.
- In addition our community partners delivered **2,286** Social Support interventions including outreach support services, social support activities, welfare advice and advocacy support and **940** sessions of counselling support to survivors.

Further detail on each of the above areas is outlined in the Performance Analysis below and in the Corporate Governance Report.

### ***Interim Support for Mother and Baby Institutions and Magdalene Laundries***

- Since May 2021, interim specialist psychological therapies have been available to those impacted by Mother & Baby Institutions, Magdalene Laundries and Workhouses. To date **32** individuals have engaged in therapeutic processes with 284 sessions delivered. 70% of those who completed therapy reported improvement.
- From Monday 24th January 2022, interim support services have been available to meet immediate needs in the areas of: persistent pain, disability aids, psychological and social support.
- To date **65** individuals have presented and accessed supports including listening ear provision, sign posting & advice, onward statutory referral and intense case management.
- **20** individuals have had their immediate needs identified and met with 28 additional needs packages of support provided.

### 1.2 Performance Analysis

As summarised above, during 2021-22 the Victims and Survivors Service Limited was responsible for delivering funding and resources to support victims and survivors of the Troubles/conflict, survivors of Historical Institutional Abuse, and interim support for those impacted by Mother and Baby Institutions, Magdalene Laundries and Workhouses.

Victims and survivors of the Troubles/conflict were supported through three key programmes: the Victims Support Programme (2017-22), the Individual Needs Programme (2020-21), the PEACE IV Programme (2016-22).

Support for survivors of Historical Institutional Abuse involves needs based awards directly to survivors as well as health and wellbeing support provided by funded organisations within the community and voluntary sector.

During 2021-22, interim support for those impacted by Mother and Baby Institutions, Magdalene Laundries and Workhouses was primarily provided directly by VSS.

This section provides a detailed analysis of each of these Programmes and assesses this information in the context of the organisation's agreed Strategic Outcomes (outlined above) and Key Performance Indicators (see [Appendix 2](#)).

#### Focus on Strategic Outcomes

As noted previously, the vision of the Victims and Survivors Service Limited is to 'improve the health and wellbeing of victims and survivors'. The organisation has worked collaboratively with the Commission for Victims and Survivors, the Executive Office and our community and voluntary partners to develop four strategic outcomes to help us achieve this for victims and survivors of the Troubles/conflict. These are outlined in [Table 1](#) (page 27) for the Troubles/conflict service.

The Victims and Survivors Service Limited has also worked collaboratively with the Interim Advocate's Office/Commissioner for Survivors of Institutional Childhood Abuse, the Executive Office and survivors of HIA to develop four strategic outcomes to help us achieve the vision of improving the health and wellbeing of survivors. These are outlined in [Table 2](#) (page 27) for the HIA service.

**Table 1: Programme Delivery: Strategic Outcomes (Troubles/conflict)**

<b>Thematic Area per Comprehensive Needs Assessment</b> <i>(Commission for Victims and Survivors, 2012)</i>	<b>Strategic Outcomes</b>	
<b>Health and Wellbeing, Social Support</b>	1	We improve the health and wellbeing of victims and survivors and their families
<b>Financial and Welfare Support</b>	2	We care for victims and survivors and help those most in need
<b>Truth, Justice and Acknowledgement</b>	3	We support victims and survivors and their families to engage in legacy issues
<b>Personal Development</b>	4	We improve access to opportunities for learning and development for victims and survivors

**Table 2: Service Delivery: Strategic Outcomes (HIA)**

<b>Thematic Area</b>	<b>Strategic Outcomes</b>	
<b>Health and Wellbeing, Social Support</b>	1	We improve the health and wellbeing of survivors and their families
<b>Financial and Welfare Support</b>	2	We care for survivors and help those most in need
<b>Information Recovery</b>	3	We support survivors and their families to engage in information recovery and redress processes
<b>Personal Development</b>	4	We improve access to opportunities for learning and development for survivors

All the Programmes delivered by the Victims and Survivors Service Limited in 2021-22 have been modelled to reflect these key strategic outcomes. Reporting on progress against these objectives is a priority for the organisation. A detailed monitoring and evaluation framework that applies to this activity, and which specifies desired outcomes in each thematic area, is included within each Victims and Survivors Service Limited Corporate Plan and is attached at [Appendix 3 \(Troubles/conflict\)](#) and [Appendix 4](#)

## Performance Report for the year ended 31 March 2022

(HIA). These frameworks shape and inform the below discussion of performance and outcomes measurement.

### **VICTIMS SUPPORT PROGRAMME (2017-22)**

#### *Victims and Survivors of the Troubles/conflict*

#### **Background**

With an indicative budget of over £6 million per annum, the Victims Support Programme 2017-2020 opened for applications in November 2016. At that time 55 organisations were successful in securing funding. The Victims Support Programme was formally extended to March 2022. This two year extension was put in place to enable time for the evaluation of the previous programme to be completed as well as the consultation and drafting of a new strategy for victims and survivors post 2022. In the 2021-22 year, 49 organisations delivered services to victims and survivors. These services reflect not only the vision, mission and values of the Victims and Survivors Service Limited, but also the key themes and needs identified in the *Comprehensive Needs Assessment* published by the Commission for Victims and Survivors in 2012.

For a full list of organisations currently in receipt of funding, please refer to the Victims and Survivors Service Limited website ([www.victimsservice.org](http://www.victimsservice.org)).

#### **Funding delivered under the Victims Support Programme**

The services and activities delivered under the Victims Support Programme in 2021-22 can be grouped into the following broad categories:

- Talking Therapies
- Complementary Therapies
- Befriending Services
- Personal and Professional Development
- Transgenerational Services
- Truth, Justice and Acknowledgement Activities
- Welfare Support
- Other Social Support Activities

#### **Monitoring and Evaluation**

Outcomes-based monitoring is fully operational in all organisations funded to deliver Complementary Therapies and Talking Therapies under the Victims Support Programme. To monitor and evaluate these services, the Victims and Survivors Service Limited has

## Performance Report for the year ended 31 March 2022

worked with these organisations to adopt and implement the standardised measurement tools described below.

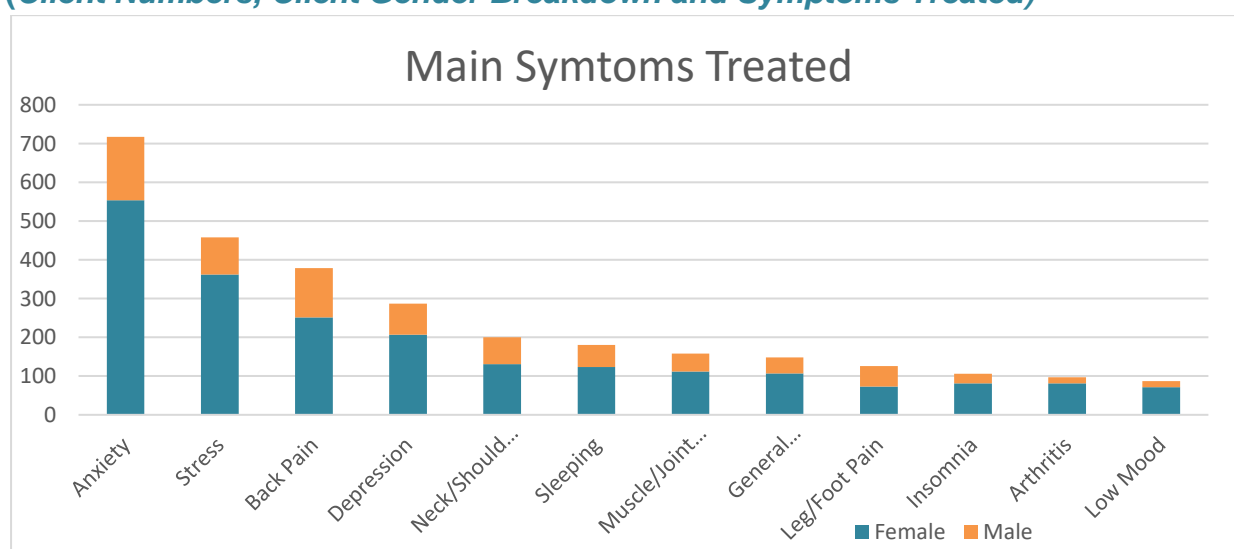
### **Complementary Therapies: MYMOP (Measure Yourself Medical Outcome Profile)**

MYMOP is a client-generated outcome questionnaire which is problem-specific but includes measures of general wellbeing and is applicable to all clients, whether their presenting symptoms are physical, emotional or social.

The monitoring data gathered using MYMOP provides the following key insights into this area of funded service delivery:

- In 2021-22 **21** community partner organisations recommenced the delivery of complementary therapies, following periods of suspension in line with Covid restrictions. In this period **2,341** individuals availed of complementary therapies.
- **2,160** of these individuals completed their course and **181** ended therapy early (7.73% compared to 6.03% in 2020-21).
- The ratio of females to males accessing support has increased to 2.8:1 from 2.5:1. This is heading back to the norm of 3:1 in seen in previous years.
- The most common symptoms reported by individuals accessing funded Complementary Therapies continue to be anxiety, stress, back pain and depression. This information, along with the detail of additional symptoms frequently reported, is shown in **Diagram 2** below.

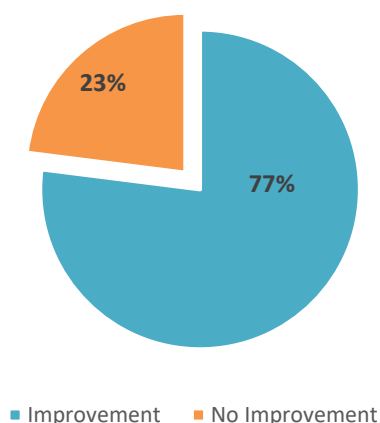
**Diagram 2: Summary Monitoring Information – MYMOP: Complementary Therapies (Client Numbers, Client Gender Breakdown and Symptoms Treated)**



## Performance Report for the year ended 31 March 2022

Overall, the outcomes data for individuals accessing Complementary Therapies in 2021-22 showed an increase in improvement from the results reported in last year and heading back to towards the levels previously reported pre-covid. In 2021-22, just under 4 out of 5 individuals reported an overall improvement in symptoms. This information is shown in **Diagram 3** below.

**Diagram 3: Summary Outcomes Information – MYMOP: Complementary Therapies**



The information analysed above demonstrates that Complementary Therapies continue to deliver overwhelmingly positive outcomes, making a significant contribution to improving the health and wellbeing of victims and survivors. Feedback as to why a minority of individuals do not benefit from Complementary Therapies often points to external factors.

### ***Talking Therapies - CORE Net (Clinical Outcomes in Routine Evaluation Net)***

CORE Net is a web based system based around the CORE (Clinical Outcomes in Routine Evaluation) standard which records outcome measures that track the progress and recovery of individuals accessing Talking Therapies. It is a client self-report questionnaire administered at each therapy session to measure outcomes across the following four domains:

- Wellbeing
- Risk
- Problems
- Functioning

The monitoring data gathered using CORE Net provides the following key insights into this area of funded service delivery:

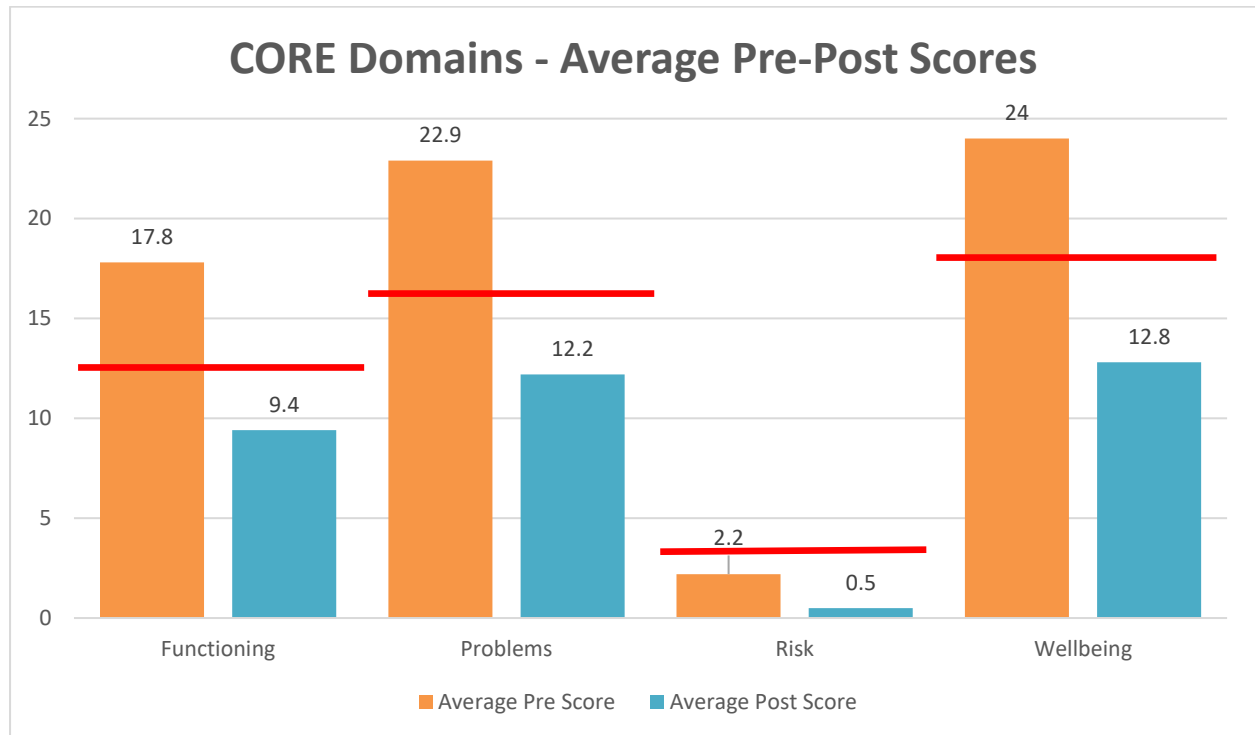
- In 2021-22 21 funded organisations offered Talking Therapies to victims and survivors; and

## Performance Report for the year ended 31 March 2022

- 2,722 individuals attended talking therapy sessions during the year, with 1,847 courses of therapy completed during the period. 1,339 (72%) of these were completed as planned while 508 (28%) ended early (unplanned).

Overall 58% of individuals accessing this service reported a positive improvement which is demonstrated across all four domains in [Diagram 4](#) below.

**Diagram 4: Improvements By Domain – CORE Net: Talking Therapies**

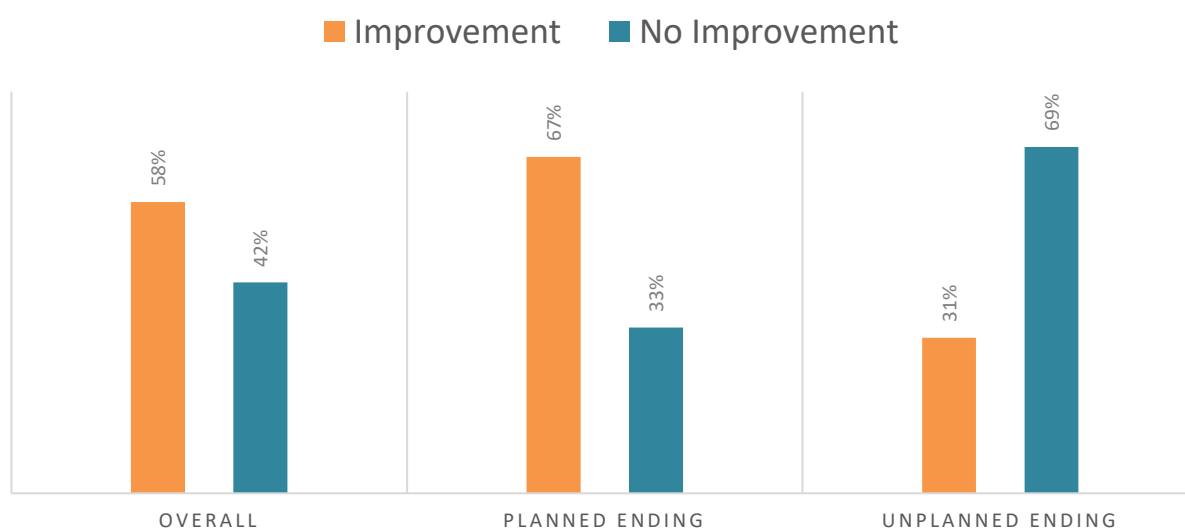


— The Clinical Cut-off Score refers to a score that is presumed to represent the boundary between "normal" and the "clinical range" on an outcome measure.

## Performance Report for the year ended 31 March 2022

Data shows that individuals who complete therapy with their therapist, as planned, have a much greater likelihood of a positive outcome (67%). However, it is noteworthy that a significant percentage of individuals who have an unplanned ending of therapy also experience a positive outcome (31%). This information is shown in **Diagram 5** below.

**Diagram 5: Summary Outcomes Information – CORE Net: Talking Therapies**  
*(showing variance between planned and unplanned endings)*



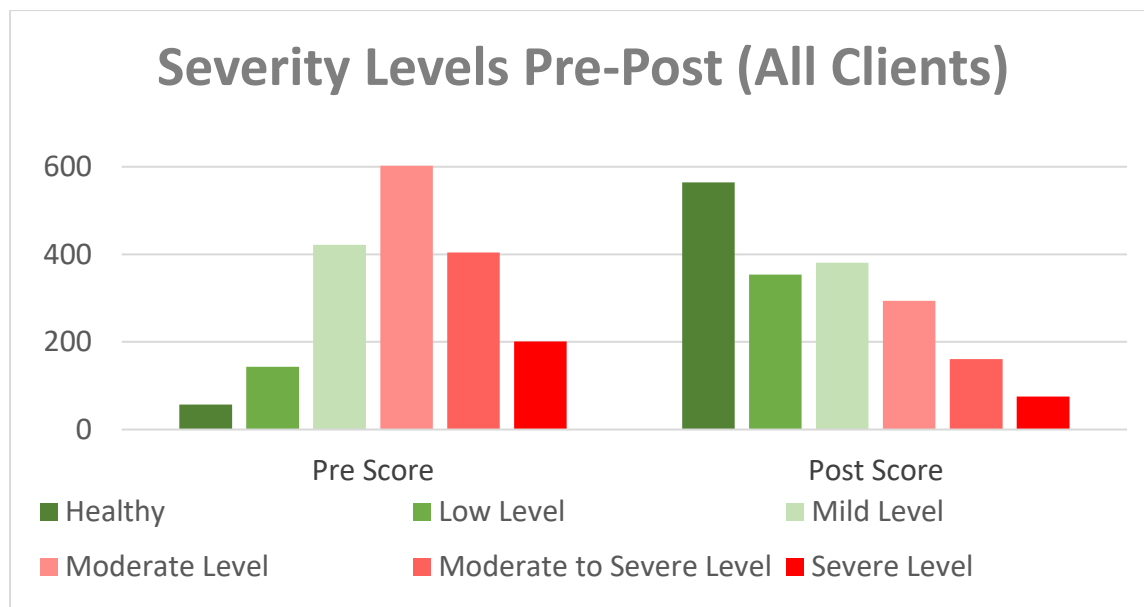
The reasons as to why 27% of Talking Therapy clients do not complete their therapy as planned have been investigated, with the most common reasons listed as:

- Too many DNAs ('Did Not Attend' session). Organisations may apply a policy to discontinue therapy based on repeated failure to attend;
- Client moved;
- Client crisis; and
- Client DNA final session.

Although there is a wide range of pre and post-scores at the individual level, 66% of client pre-therapy scores are in the **Moderate** to **Severe** ranges. The average overall pre-score is at the upper extreme of the **Moderate** range, as presented in **Diagram 6** below.



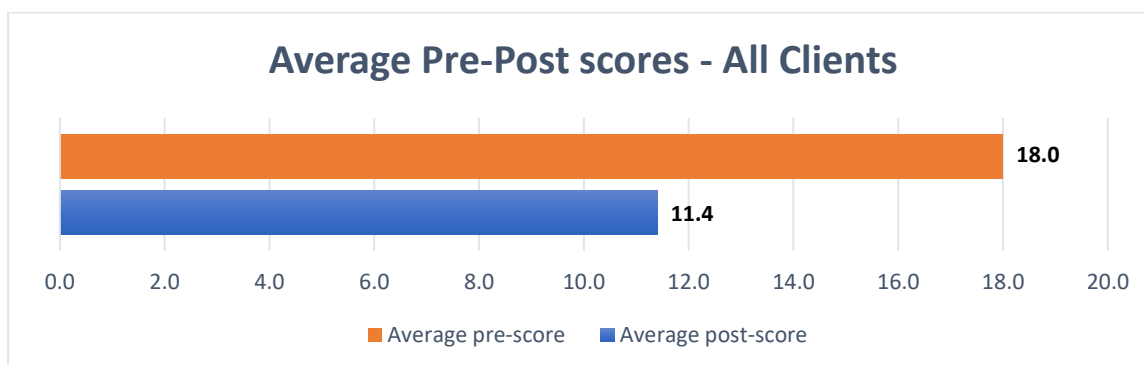
Diagram 6: Outcomes Information – CORE Net: Talking Therapies (showing severity of pre- and post-therapy scores)



(n=1857)

By contrast, post-therapy only 29% of client scores are in the **Moderate** to **Severe** ranges, the average score is at the lower end of the **mild** range and on average there has been a **reliable** change. This information is shown in [Diagram 7](#) below.

Diagram 7: Summary Outcomes Information – CORE Net: Talking Therapies (showing difference between average pre- and post-therapy scores)



0-4 healthy non-clinical, 5-9 mild non-clinical, 10-14 mild, 15-19 moderate, 20-24 moderate-to-severe, 25-40 severe

The information analysed above demonstrates that in just under 3 out of 5 cases, Talking Therapies deliver positive outcomes. This confirms that the service makes a positive contribution to improving the health and wellbeing of victims and survivors.

### ***Additional Health and Wellbeing Activities and Services: Outcomes***

Outcomes monitoring measures for additional health and wellbeing activities and services funded under the Victims Support Programme are qualitative in nature collected through organisational Case Studies and quotes from direct beneficiaries. Feedback from service users was overwhelmingly positive.

## **INDIVIDUAL NEEDS PROGRAMME (2021-22)**

### **Victims and Survivors of the Troubles/Conflict**

#### **Background**

2021-22 is the fifth year the Victims and Survivors Service Limited has delivered our needs based model and delivery in this year has involved building on the foundation laid in the first 4 years of the Programme. Like the Victims Support Programme, the services and support provided under the Individual Needs Programme are modelled to reflect the four Strategic Outcomes in **Table 1** (see page 27) and monitored in line with the framework at **Appendix 3**.

#### ***‘Existing Clients’: Self-Directed Assistance Payments***

Under the revised model, limited grant funding (now referred to as Self-Directed Assistance) is available to all individuals registered with the Victims and Survivors Service Limited as at 5pm on Friday 31 March 2017 and found to be eligible per the rules governing the Support Schemes and/or the Financial Assistance Scheme delivered in 2016-17.

#### ***The Bereaved Self Directed Assistance Payments Scheme which opened on 1st April 2021.***

The scheme applies to individuals **bereaved of a parent, spouse/partner, and/or a child**. These victims and survivors continued to receive an annual payment within the 2021-22 Financial Year (and any subsequent years subject to the scheme remaining operational and eligibility criteria unchanged).

#### ***Existing and New Clients: Additional Needs Based Support Frameworks***

Further to the Self-Directed Assistance Payments, under the revised service delivery model both previously registered and new individuals coming forward all have access to needs-led assistance through a range of measures, enabled specifically by the PEACE IV-funded network of Health and Wellbeing Caseworkers and Regional Case Managers. This includes:

## Performance Report for the year ended 31 March 2022

- Additional Needs Based Support Frameworks under the Individual Needs Programme, delivering bespoke assistance to meet individual needs. Some elements of these Frameworks benefit from PEACE IV Resilience Programme funding;
- The full range of services and support delivered by community-based organisations funded under the Victims Support Programme; and
- One-to-one Health and Wellbeing Caseworker support and Advocacy Support to engage with legacy institutions and processes, funded by PEACE IV.

The eligibility criteria for accessing this additional support is confirmation the individual meets the definition of a victim/survivor per the Victims and Survivors (NI) Order (2006).

**Table 3** on the next page summarises the support made available in 2021-22 under the Additional Needs Based Support Frameworks, along with the anticipated health and wellbeing outcomes that the support will deliver for victims and survivors and the outcomes achieved in each case.

**Table 4** on page 42 summarises the value of awards issued under each framework for the Individual Needs Programme, PEACE IV Funded Resilience Programme and to Survivors of HIA. The value of award is variable, depending on the needs and relevant support identified.

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Table 3 Additional Needs Based Support Frameworks 2021-22

Framework	Description	Anticipated Outcome(s)	Outcome achieved
<p><b>1 Disability Aids</b></p>	<p>Provides a personalised approach to assessing and improving the safety and independence of victims and survivors impacted physically by troubles/ conflicted related events, by prescribing functional aids and equipment to assist with everyday activities.</p>	<ul style="list-style-type: none"> <li>Improved wellbeing, function and independence for <b>80%</b> of individuals as a result of disability aid provided.</li> </ul>	<ul style="list-style-type: none"> <li>The Disability Aids framework is reserved for those with severe and often irreversible life changing physical injuries as a result of troubles/conflict related events. With the continuation of the COVID-19 restrictions during 2021 and early 2022, this had major implications for the delivery of the framework with supports ordinarily recommended following an Occupational Therapy assessment, which is considered a close contact service. In maintaining our commitment to the continuity of care at this time we continued to support victims and survivors where possible with aids/ equipment that did not require assessment.</li> <li>Despite the challenges outlined above 59% of those supported under the Disability Aids Framework reported improvement in terms of wellbeing, function and independence.</li> <li>14% showed no improvement and 27% reported a dis-improvement, demonstrating that while a significant proportion of individuals supported have been positively impacted, there is a notable percentage for whom this support has a limited benefit. This reflects the complexity of the</li> </ul>

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Framework	Description	Anticipated Outcome(s)	Outcome achieved
			<p>multifaceted issues that those with severe and enduring physical health issues present with, coupled with additional life circumstances or social factors that potentially mitigate the benefits of such support.</p>
<p><b>2 Education and Training</b> <i>(Includes 1:1 Literacy and Numeracy funded under PEACE IV Resilience Programme)</i></p>	<p>Provides a personalised approach to accessing education and training opportunities, which lead to employment, enhancement of employability and career progression for those whose education and development opportunities have been impacted by troubles/ conflict related events.</p> <p>A second strand to the framework aims to improve the confidence and functioning of those whose development in relation to numeracy and/or literacy was adversely impacted by troubles/ conflict related events.</p>	<ul style="list-style-type: none"> <li>• Increased opportunities for employment progression and/or career development.</li> <li>• Increased opportunities to develop interests and time to connect with other people.</li> <li>• Improved psychological, physical and social functioning and subjective wellbeing of <b>80%</b> of individuals who engage in numeracy and literacy tuition.</li> </ul>	<ul style="list-style-type: none"> <li>• Whilst 71% of those who engaged in Education and Training opportunities reported improvement, 12% reported no improvement and 17% reported a dis-improvement.</li> <li>• When analysing the reported outcomes for the Education and Training Framework, it is important to consider the continued impact of the COVID-19 pandemic on the educational experiences of those supported at this time. For example a significant number of courses continued to be facilitated online in order to reduce the likelihood of disruptions to teaching as a result of changes to COVID-19 restrictions and government guidelines.</li> <li>• For those who have experienced limited educational opportunities in the past this</li> </ul>

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Framework	Description	Anticipated Outcome(s)	Outcome achieved
			<p>would have been extremely difficult, particularly for those with limited IT skills.</p> <ul style="list-style-type: none"> <li>• Opportunities for social connections and peer support during this time will have been hindered with some individual's possibly experiencing this lack of connection and support as isolating and psychologically challenging.</li> <li>• For many victims and survivors, engaging in further education was an opportunity to enhance their career prospects and employability however, the continued impact of the COVID-19 pandemic has adversely affected opportunities for employment in some sectors.</li> <li>• For those who have completed courses they may not have benefitted from their efforts yet and this may have influenced the outcome.</li> </ul>
3	<b>Persistent Pain</b>	Provides a personalised approach to assessing and improving the health and wellbeing of victims and survivors impacted by troubles/ conflict related events and living with persistent pain issues by providing:	<ul style="list-style-type: none"> <li>• Improved wellbeing, function and independence for <b>60%</b> of individuals as a result of persistent pain interventions.</li> <li>• 70% of those supported with Persistent Pain interventions reported improvement, with 12% reporting no improvement and 18% reported a dis-improvement in their condition.</li> <li>• Again, it is important to consider the continued impact of the Covid-19 pandemic in analysing the reported outcomes under the Persistent Pain Framework. On-going restrictions resulted in the continued facilitation of remote treatments/ interventions</li> </ul>

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Framework	Description	Anticipated Outcome(s)	Outcome achieved
	<ul style="list-style-type: none"> <li>Interventions tailored to meet individual needs and circumstances e.g. physiotherapy</li> <li>Alternative/ complementary treatment to manage pain symptoms or promote relaxation and stress reduction e.g. reflexology.</li> <li>Home Heat assistance</li> </ul>		<p>and whilst for some these supports were effective, for others, this will not have substituted the benefits of hands on treatment, particularly for those with severe physical injuries.</p> <ul style="list-style-type: none"> <li>A number of contributing factors including aging, deteriorations in physical health and occurrence of co-morbid medical conditions may also have influenced these figures.</li> </ul>
<p><b>4</b> <b>Volunteering</b> <i>(Funded under PEACE IV Resilience Programme)</i></p>	<p>Provides a personalised approach to supporting and encouraging victims and survivors impacted by troubles/ conflict related events to take up a new role in volunteering or overcome any practical barriers associated with their current volunteering roles to enhance and/or maintain improved health and wellbeing.</p>	<ul style="list-style-type: none"> <li>Improved psychological, physical and social functioning and subjective wellbeing for <b>80%</b> of individuals engaged in Volunteering Programme.</li> </ul>	<ul style="list-style-type: none"> <li>While the sample size remains too low for a meaningful analysis, 78% of individuals supported under the Volunteering Framework reported an improvement whilst 11% reported no improvement and 11% reported a dis-improvement.</li> </ul>
<p><b>5</b> <b>Trauma-Focused Physical Activity</b> <i>(Funded under PEACE IV</i></p>	<p>Offers a personalised approach to addressing the needs of victim and survivors impacted by troubles/conflict events in relation to managing their traumatic experiences</p>	<ul style="list-style-type: none"> <li>Improved wellbeing, function and independence for <b>80%</b> of individuals as a result of trauma focused-physical activity.</li> </ul>	<ul style="list-style-type: none"> <li>64% of individuals supported to engage in physical activity reported an improvement in their circumstances, with 9% reporting no improvement and 27% reporting a dis-improvement.</li> </ul>

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Framework	Description	Anticipated Outcome(s)	Outcome achieved
<i>Resilience Programme)</i>	and supporting recommended trauma-focused physical activity.		<ul style="list-style-type: none"> <li>• It is considered that the achievement of this outcome has been hindered by COVID-19 and the associated restrictions, which impacted the availability/accessibility of these physical activity services (both indoor and outdoor) and the opportunity for enhancing positive health and wellbeing outcomes.</li> <li>• Furthermore, the impact of COVID-19 symptoms on individuals' physical and psychological health and wellbeing may have affected both ability and motivation to engage in physical activity.</li> </ul>
<b>6 Psychological Support</b>	Aims to enhance and/or maintain the psychological and psychosocial functioning and wellbeing of individual's psychologically injured by troubles/ conflict related events in unique cases where psychological supports are not available within statutory, voluntary or community provision.	<ul style="list-style-type: none"> <li>• Improved wellbeing, function and independence for <b>60%</b> of individuals as a result of psychological support.</li> </ul>	<ul style="list-style-type: none"> <li>• The restrictions imposed as a result of the COVID-19 pandemic forced the shutdown of all close contact services including therapeutic supports such as complementary and alternative psychological interventions such as reflexology, acupuncture and massage therapies.</li> <li>• In addition, psychological talking therapies were forced to operate remotely via telephone or internet.</li> <li>• Despite these challenges, 58% of the individuals accessing psychological supports reported an improvement, with 18% reporting no improvement and 24% reporting a dis-improvement.</li> </ul>



**Performance Report for the year ended 31 March 2022**

Framework	Description	Anticipated Outcome(s)	Outcome achieved
<p><b>7 Social Isolation Framework</b></p>	<p>Aims to address the needs of victims and survivors impacted by troubles/ conflict related events in supporting activity and / or aids to facilitate social engagement and interaction to improve and/or maintain health and wellbeing and reduce the barriers that restrict individuals from participating fully in society.</p>	<ul style="list-style-type: none"> <li>Improved psychological, physical and social functioning and subjective wellbeing for <b>80%</b> of individuals engaged in Social Isolation activities.</li> </ul>	<ul style="list-style-type: none"> <li>Social isolation became a major public health concern throughout the Covid-19 pandemic, with individuals advised to avoid social activities, non-essential travel, and unnecessary visits to relatives or friends, and warranted a shift in our approach to continue to support individuals with the resources to remain connected.</li> <li>Whilst 52% of those supported under the Social Isolation Framework during this time reported an improvement, 23% reported no improvement and 25% reported a dis-improvement.</li> <li>A number of contributing factors including wider social / life circumstances and socio economic factors could have influenced these results.</li> </ul>

*Client reports are from The Work and Social Adjustment Scale (WSAS) which is a gentle, client-centred self-report scale of functional impairment attributable to an identified problem. It is typically completed twice: before and after an intervention, to measure the impact of the intervention on the client's self-reported impairment. The outcomes above are indicative and based on responses recorded from clients in receipt of the frameworks named above.*

**Table 4: Awards and Payments made under the Individual Needs Programme, and PEACE IV Resilience Programme in 2021-22**

Award Description	Value of Individual Awards	Number of Awards Issued	Payments Made
<b>Self-Directed Assistance Payments</b>			
Self-Directed Assistance – 21-22 Bereaved	£500	3,596	£1,796,500
Self-Directed Assistance – 21-22 Carer	<b>£500</b>	<b>525</b>	<b>£262,000</b>
Self-Directed Assistance –21-22 FA Only	£500	433	£216,500
Self-Directed Assistance –21-22 Injured (HRC)	<b>£500</b>	<b>843</b>	<b>£421,500</b>
Self-Directed Assistance –21-22 Injured (MRC)	£500	1,065	£532,000
Self-Directed Assistance – Additional Needs Based Payments – 21-22 (Severely Injured)	<b>£500</b>	<b>843</b>	<b>£421,500</b>
Self-Directed Assistance – Additional Needs Based Payments – 21-22 (Bereaved)	£500	713	£356,500
Individual Needs Programme Additional Needs Based Support Frameworks			
Disability Aids 21-22	variable	143	£262,102
Education and Training 20-21	<b>variable</b>	<b>181</b>	<b>£256,685</b>
Persistent Pain - Complementary Therapies 21-22	variable	65	£32,528
Persistent Pain - Home Heating Support 21-22	<b>£500</b>	<b>739</b>	<b>£369,500</b>
Persistent Pain - Pain Relief 21-22	variable	3	£1,385
Persistent Pain - Physiotherapy 21-22	<b>variable</b>	<b>199</b>	<b>£81,820</b>
Psychological Support 21-22	variable	211	£98,147
PEACE IV Resilience Programme			
PIV Resilience (1-1 Literacy and Numeracy) 21-22	<b>variable</b>	<b>5</b>	<b>£4,451</b>
PIV Resilience (Trauma-Focused Physical Activity) 21-22	variable	397	£127,923

## Performance Report for the year ended 31 March 2022

PIV Resilience (Volunteering) 21-22	<b>variable</b>	<b>29</b>	<b>£10,454</b>
PIV - Resilience (Social Isolation) 21-22	variable	69	£41,313
Historical Institutional Abuse			
HIA - Disability Aids 21-22	variable	100	£131,520
HIA - Social Isolation 21-22	<b>variable</b>	<b>33</b>	<b>£10,481</b>
HIA - Persistent Pain – Physiotherapy 21-22	variable	15	£3,627
HIA - Persistent Pain - Comp/ Alternative Therapies 21-22	<b>variable</b>	<b>10</b>	<b>£3,158</b>
HIA - Trauma Focused Physical Activity 21-22	<b>variable</b>	<b>22</b>	<b>£8,047</b>
HIA Psychological Support - 21/22	variable	19	£5,869
HIA - Education & Training 21-22	<b>variable</b>	<b>5</b>	<b>£7,136</b>
Mother & Baby, Magdalene Laundries & Workhouses			
MBMLW Disability Aids - 21/22	<b>variable</b>	<b>10</b>	<b>£15,226</b>
MBMLW Education & Training - 21/22	variable	3	£1,708
MBMLW Persistent Pain - Physiotherapy - 21/22	<b>variable</b>	<b>2</b>	<b>£1,383</b>
MBMLW Trauma Focused Physical Activity - 21/22	variable	1	£117
<b>TOTALS</b>		<b>10,279</b>	<b>£5,481,080</b>

There were a number of awards with unspent balances during 2021-22, which explains the variance between the awards issued and the actual payments made.

Payments of £4,850 were made in 2021-22 for awards related to closed schemes and frameworks from prior years. These bring total payments under the Individual Needs Programme and Peace IV resilience programme in 2021-22 to £5,485,930.

### **Case Examples**

Included below are two condensed case examples that illustrate the types of outcomes achieved for clients through Additional Needs Based Framework support.

#### ***VSS Education and Training Framework***

*Client is a member of a VSS funded Organisation and after an assessment with his outreach worker decided he would like referred to the health and wellbeing service for support. The client was registered as bereaved but had accepted no support in the past.*

*The client suffered a bereavement at a young age and the trauma that he had to deal with presented in many ways throughout his childhood and young adult life. The client felt this held him back in many aspects such a building social skills, building relationships, his education and gaining a stable emotional wellbeing. The effects of this carried through to his adult life in which he states is now suffering for not having the support he needed as a child going through grief. His mental health suffers greatly and he is diagnosed with depression and anxiety. He often feels isolated and lonely in his thoughts and has a difficult time expressing how he feels and what the trauma inflicted on him. The client lacks confidence due to being unable to read and write due to his education and school life being disturbed and this creates many barriers in day to day life, alongside feelings of low self-esteem and poor confidence.*

*The client and his Health & Wellbeing caseworker completed an INC to access a bespoke English Tutoring work plan specific to his needs.*

*The individual has gained the opportunity to learn and have the education he so longed for after grieving for many years. He states it has supported his family relationships and he feels more connected with his children when talking about homework's etc. He states he always felt "embarrassed" but is starting to feel proud at what he is accomplishing. His attitude has improved and he says he feels less isolated and therefore his mental health has improved.*

***VSS Trauma Focused Physical Activity Framework***

*Client was impacted both physically and psychologically as a result of the troubles/conflict. These physical and psychological injuries have impacted on his day to day functioning and have caused him to feel socially isolated, cutting himself off from the outside world.*

*The Health and Wellbeing Caseworker met 1:1 with client and completed an Individual Needs Consultation (INC). Client advised his counsellor & GP had recommended exercise to improve mood and mobility.*

*Client received support to access a 1 year gym membership through the VSS Trauma Focused Physical Activity framework. Client has reported that he has been motivated to increase his physical activity again and has also helped him to make new social connections through attending the gym weekly.*

## **PEACE IV PROGRAMME (2016-2022)**

### **Background**

The Victims and Survivors Service Limited was named as lead partner for the victims and survivors element of the EU Programme for Peace and Reconciliation (PEACE IV).

The original total value of the project was **£13,372,518** to be delivered from 1 November 2016 until 31 July 2021. An **additional bid** was submitted to SEUPB and **approved in January 2020**, with a revised Letter of Offer issued in July 2020. As a result an **additional £1.57 million** has been made available for project delivery and the **timeframe extended to 31 December 2022**.

Through the Victims and Survivors Service Limited and its Project Partners, the PEACE IV project provides funding for cross-border Health and Wellbeing services by increasing the quality of care in the sector for victims and survivors and their families.

The project aims to enhance the capacity for the delivery of comprehensive shared services for victims and survivors in Northern Ireland and the border region, for the first time, in an inclusive and co-ordinated way. This includes a primary focus on improving the health and wellbeing of victims and survivors through the development, implementation and co-ordination of a number of new and innovative initiatives.

## Performance Report for the year ended 31 March 2022

In April 2017, 18 organisations were awarded PEACE IV funding totalling £7.5m to deliver the following range of activities:

- The delivery of Advocacy Support by 6 Advocacy Managers and 21.5 FTE Advocacy Support Workers, whose focus is to assist victims and survivors to engage with legacy institutions and processes. All of these posts are hosted within funded organisations.
- The establishment of a Health and Wellbeing Caseworker Network including 5 Regional Case Managers employed by the Victims and Survivors Service Limited, and 26 Health and Wellbeing Caseworkers employed within funded organisations.
- The delivery of a Resilience Programme including One-to-One Literacy and Numeracy support, Trauma-Focussed Physical Activity, Volunteering activities, and steps to address Social Isolation.

At 31 March 2022, **13** organisations remained in receipt of PEACE IV funding. The funding allocated to organisations in receipt of a Letter of Offer, during the period 2017- 2022, totals **£9.8m**.

Further to the above, the following activities are also being funded under PEACE IV:

- Professional Training and Capacity Building (referred to as the Workforce Training and Development Plan): to build capacity to ensure all service providers are able to attain minimum standards set by the Commission for Victims and Survivors and in line with current National Institute for Health and Care Excellence (NICE) guidance. The Victims and Survivors Service Limited has established a Partner arrangement with WAVE Trauma Centre in relation to the delivery of Trauma Training as part of the wider training plan.
- Research: The Victims and Survivors Service Limited has established a Partner arrangement with the Commission for Victims and Survivors with regard to this element. The Commission is responsible for commissioning and delivering three key research projects:
  - A review of the impact/effectiveness of Trauma Services;
  - A review of the effects of the Trans-Generational Legacy of the Troubles/Conflict on Children and Young People; and
  - A review of the impact/effectiveness of Advocacy Support Services.

As a result of the additional bid approved in January 2020, additional resilience activities which involve victims and survivors in storytelling projects, gender specific interventions and community peace building and dialogue have been delivered. There has also been

## Performance Report for the year ended 31 March 2022

an increased focus on the transgenerational impact of the Troubles/conflict with training opportunities in family therapy and the establishment of best practice in this area.

Additional research was also delivered by our Project Partner with The Commission for Victims and Survivors in relation to analysing the needs of victims and survivors in the border region of NI and ROI and GB as well as updating the 2012 Comprehensive Needs Assessment.

**Table 5** below outlines the key targets that underpin each activity.

**Table 5: PEACE IV Delivery Targets 2016-2022**

Activity	Targets
Advocacy support to include practical support for victims and survivors engaging with institutions, historical process and enquiries	27.5 FTE workers 6,300 beneficiaries
Development of qualified assessors, health and well-being case workers to identify and address the needs of victims and survivors (Health and Wellbeing Caseworker Network)	31 workers 11,750 beneficiaries
A resilience programme to address the individual needs of victims and survivors, including level one and level two mental health interventions	2,300 interventions
Development of the capacity of the sector through training and development (to meet national and regional standards), research and improved regulation	3 major research projects  Needs Analysis of the Border Region.  Update of the CVS Comprehensive Needs Assessment (2012)

### **Health and wellbeing service provision to survivors of Historical Institutional Abuse (2021-22)**

The Victims and Survivors Service Limited was appointed by The Executive Office to coordinate and deliver health and wellbeing support and services to survivors of HIA on 23 October 2020.

The service launched on 1 December 2020 following the appointment of WAVE Trauma Centre and Advice NI as community partners to enable survivors of HIA to access local support and services. Community services commenced in May 2021 following their recruitment and procurement processes.

## Performance Report for the year ended 31 March 2022

Together in partnership with WAVE Trauma Centre and Advice NI, services have been delivered to survivors of HIA to meet both complex and non-complex needs.

.As at 31<sup>st</sup> March 2022, 626 survivors have engaged and accessed a range of support and services including disability aids, psychological therapies, listening ear and persistent pain in addition to advocacy and casework support to engage with other agencies.

Between 1 April 2021 and 31 March 2022 dedicated HWB Caseworkers engaged with 188 individuals to identify their unique needs for support. Based on their assessments 198 additional needs based packages of support were provided across a range of areas including Persistent Pain, Disability Aids, Education & Training, Psychological Therapies, Trauma Focused Physical Activity and Social Isolation.

Up to the end of March 2022, our community partners delivered 2,286 Social Support interventions including outreach support services, social support activities, welfare advice and advocacy support. In addition, 940 sessions of counselling support were delivered to 104 individuals during this period.

Outcomes based monitoring and evaluation data of the agreed COREnet tool indicates that 57% of those individuals who completed their therapy reported an improvement.

Outcomes based monitoring has been implemented in respect of the service provision for survivors of HIA. Use of the standardised tools of **MYMOP** (Measure Yourself Medical Outcome Profile) for survivors receiving Complementary Therapies, **CORE Net** (Clinical Outcomes in Routine Evaluation Net) for survivors accessing Talking Therapies and **WSAS** scores (Work and Social Adjustment Scale) for needs based framework supports such as Disability Aids, Education and Training are in place alongside qualitative outcomes monitoring collected through organisational case studies and quotes from direct beneficiaries. Feedback from service users will also be captured and monitored.



### **Case Example**

Included below is a condensed case example that illustrate the types of outcomes achieved for clients through the Needs Based service delivery to survivors of HIA.

*Mr P recently engaged with a Health and Wellbeing Caseworker where he undertook a consultation to identify his needs and explore potential support options.*

*Mr P presented with a complex history of mental health issues as a consequence of his adverse childhood experiences coupled with a range of physical health issues including persistent lower back pain, chronic arthritis, diabetes and COPD. As a result, Mr P has restricted mobility, shortness of breath, physical frailty and struggles significantly to navigate stairs and long distances, all of which in turn compound his social isolation and loneliness.*

*In an effort to support Mr P arrangements were made for a comprehensive OT assessment with the view to prescribing aids or equipment to promote Mr P's independence and enhance his quality of life. He was also connected with a welfare advisor to review his benefit entitlement and housing adaptation requirements.*

*Mr P was supported to obtain attendance allowance, a benefit he had not been aware of and following negotiation with the housing executive they installed a stair lift in his property. The Occupational Therapist recommended a number of aids including a riser recliner and profiling bed to support his pain management needs and a mobility scooter to enhance outdoor activity and reduce social isolation.*

***“The services have changed my life, can't thank them enough”.***

## **OTHER KEY PERFORMANCE INDICATORS**

### **Financial Performance**

#### **Summary Financial Performance**

The Victims and Survivors Service Limited is sponsored by The Executive Office. The Victims and Survivors Service Limited had a grant in aid budget allocation of £15.859m which provided Resource budget for Troubles/Conflict £13,770k, HIA £940k and Troubles

## Performance Report for the year ended 31 March 2022

Permanent Disablement Scheme £1,019k (Total Resource budget £15,729k) along with Depreciation of £37k and capital of £93k.

As at year end 31 March 2022, there was an underspend of £209k representing 1.33% of the budget allocated. This is within the tolerance target of 1.5%.

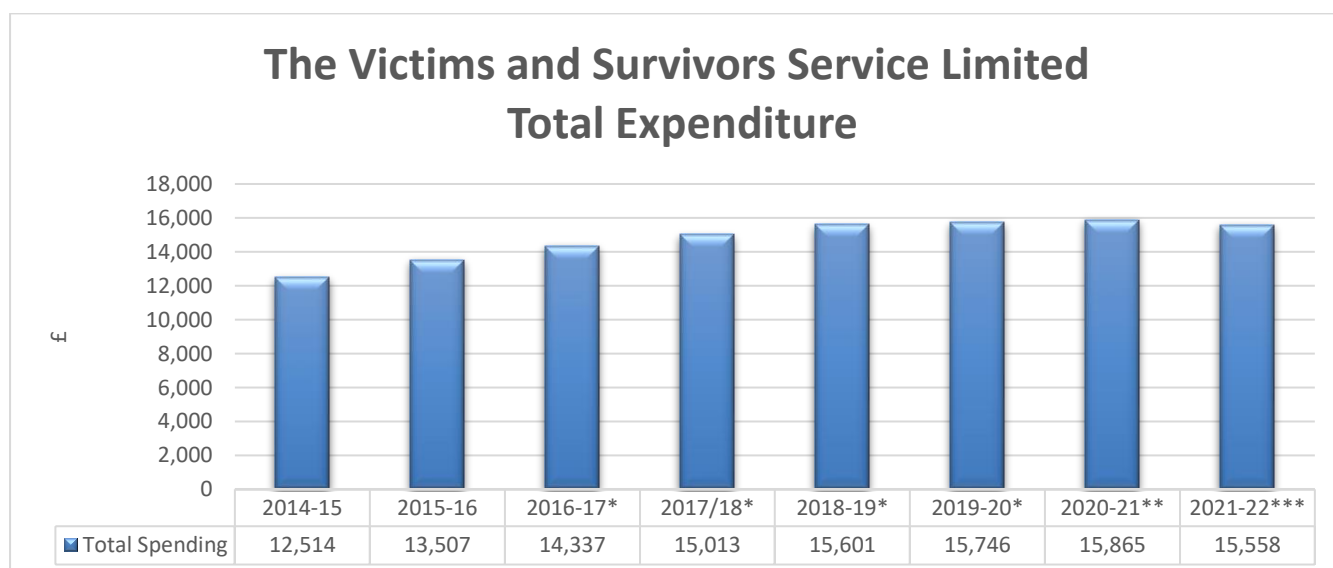
The Statement of Financial Position on page 95 shows the company had net assets of £384,067 as at 31 March 2022 and cash at bank of £1,050,530.

### Long Term Expenditure Trends

During the year, the Victims and Survivors Service Limited has provided the Department with a financial analysis of budget versus expenditure and cash on a month end basis, to identify any significant variances and take management action to address.

The budget was utilised within the tolerance level of 1.5% as outlined in the summary financial performance section above. General Financial Management arrangements in addition to those outlined as part of the Departmental oversight are outlined in further detail below.

**Diagram 8: Long term expenditure trends of VSS**



\*2016-17, 2017-18, 2018-19 and 2019-20 out-turn figures include PEACE IV funded expenditure.

\*\*2020-21 out-turn figures include PEACE IV funded expenditure and expenditure related to support for survivors of Historical Institutional Abuse (HIA).

---2021-22 outturn figures include PEACE IV funded expenditure and expenditure related to support for survivors of Historical Institutional Abuse (HIA) and expenditure related to interim support services for victims and survivors of Mother and Baby Institutions and Magdalene Laundries

## **Performance Report for the year ended 31 March 2022**

### ***Payments to Suppliers***

The Victims and Survivors Service Limited is committed to the prompt payment of bills for goods and services received in accordance with the British Standard for Achieving Good Payment Performance in Commercial Transactions (BS 7890) and with the Late Payment of Commercial Debts (Interest) Act 1998 as amended. The Victims and Survivors Service Limited follows the 2008 instruction to support businesses through every effort to make payments to suppliers within ten working days.

Overall for 2021-22, 65% of invoices were paid within 10 working days and 99% within 30 working days. On average 10 working days were taken to pay invoices during 2021-22. In comparison, during 2020-21 81% of invoices were paid within 10 working days and 100% within 30 working days with an average payment time of 7 working days.

### **Financial Position and Resources**

#### ***Core Funding***

The Victims and Survivors Service Limited is primarily funded by its sponsor Department, The Executive Office. This is financed by resources voted for annually by the Northern Ireland Assembly and is, therefore, not exposed to significant liquidity risks. The Victims and Survivors Service Limited does not access funds from commercial sources and so is not exposed to significant interest rate risks.

The Executive Office has indicated that it intends to continue to fund the organisation for the foreseeable future and in the absence of an agreed budget for 2022-23 across the public sector, The Executive Office has provided an indicative budget allocation for 2022-23. The organisation has the staff resources required to achieve its current strategic outcomes and the staffing structure has been aligned to facilitate the effective management of resources in the achievement of these outcomes.

#### ***PEACE IV Funding***

The Victims and Survivors Service Limited is also in receipt of PEACE IV funding during 2021-22 from the Special EU Programmes Body. An initial grant of £13.373m was awarded under Promoting Peace and Reconciliation (Action 3.3: Victims and Survivors) for the period 1 November 2016 to 31 July 2021.

In addition, the Victims and Survivors Service Limited has received advance funding totalling £2.827m from SEUPB to facilitate cash flow for the project. The majority of this funding is used to ensure that funded organisations can operate during the period from incurring expenditure, through to reimbursement from SEUPB (a process that is intended to take 4 months from the end of each 3-month claim period).

## **Performance Report for the year ended 31 March 2022**

In November 2018, the Victims and Survivors Service Limited submitted a bid to SEUPB, seeking additional funding, to facilitate the following:

- Extension of project activity (including Health and Wellbeing and Advocacy Networks) to 30 June 2022 (with revised project end date of 31 December 2022);
- Engagement in new areas of Resilience activity, including Storytelling, Gender and Peacebuilding; and
- Pilot in family therapy (transgenerational).

Approval was granted by SEUPB in January 2020 for £1.57m of additional funding for these purposes.

During 2021–22 VSS submitted two budget modification requests to SEUPB which allowed for all project activity to be extended initially to August 2022 and then out to November 2022. This has enabled the continuation of both the Health and Wellbeing and Advocacy Networks and therefore direct support and services for victims and survivors.

### ***HIA Funding***

The Victims and Survivors Service Limited is funded by The Executive Office to provide Health and Wellbeing services to survivors of HIA. Funding for this service is ring-fenced and reported to the Executive Office separately to core funding. Total funding in 2021/22 was £945k, inclusive of capital (£3k) and depreciation budget (£2k).

The organisation has employed additional dedicated staff resources to ensure the achievement of its key strategic outcomes in this area.

### ***Mother and Baby, Magdalene Laundries and Workhouses Funding***

The Victims and Survivors Service Limited is funded by The Executive Office to provide Health and Wellbeing services to those impacted by Mother and Baby, Magdalene Laundries and Workhouses. Funding for this service is ring-fenced and reported to the Executive Office separately to core funding.

In 2021/22, Interim support, as detailed above has been provided and the organisation has employed additional dedicated staff resources to ensure the achievement of its key strategic outcomes in this area.

## Service Delivery Performance

### *Complaints Handling*

The Victims and Survivors Service Limited has a complaints procedure in place to ensure that individual victims and survivors, funded organisations and all other stakeholders can express any dissatisfaction that may arise and to make improvements and changes to services based on such feedback. The Complaints Policy and Procedure is available in a user-friendly leaflet format (available on request) as well as in a downloadable format on the Victims and Survivors Service Limited website.

**Table 6** below provides a summary of the complaints handled in 2021-22.

**Table 6: Summary of Complaints 2021-22**

Category	Number	Notes
<b>Complaints Received 2021-22</b>	<b>12</b>	Key themes: <ul style="list-style-type: none"> <li>• <i>Provision of funding</i></li> <li>• <i>Social Media activities of VSS funded organisations</i></li> <li>• <i>VSS processes</i></li> <li>• <i>VSS staff</i></li> </ul>
<b>Complaints Upheld / Partially Upheld</b>	<b>6</b>	Key themes: <ul style="list-style-type: none"> <li>• <i>Social Media activities of VSS funded organisations</i></li> <li>• <i>VSS processes</i></li> </ul>
<b>Complaints not Upheld</b>	<b>6</b>	Key themes: <ul style="list-style-type: none"> <li>• <i>Provision of funding</i></li> <li>• <i>Social Media activities of VSS funded organisations</i></li> <li>• <i>VSS staff</i></li> </ul>
<b>Complaints Open 2021-22</b>	<b>0</b>	
<b>Total Complaints handled in year</b>	<b>12</b>	

## **Performance Report for the year ended 31 March 2022**

### ***Positive feedback and messages of thanks received during 2021-22***

In 2021-22 the Victims and Survivors Service Limited continued to record positive feedback and messages of thanks received from individuals. These included emails, cards and telephone calls made specifically to express thanks for the support offered under the Individual Needs Programme and the Individual Needs Programme/PEACE IV Additional Needs Based Support Frameworks. Recording this positive feedback provides a qualitative insight into the impact of the support provided for individuals who are injured, bereaved or who care for others living with injuries. During 2021-22 VSS received 90 letters, emails and cards thanking VSS and staff for their support. Examples of the client comments are as follows:

- Many thanks for cheque. Once again this was very much appreciated and will be used for a good use especially this year when things are so difficult. Thanks again and I hope all the staff are keeping well and safe.
- Jus to say thank you and let you know how very much appreciated your telephone call. It is nice to remember there are those like yourself still caring and ready to help should we need anything. It has been a long period of shielding for us only leaving the house when necessary but we look forward to brighter days
- Thank you so very very much for the cheque for £500.00. This is a great help to myself and I am truly grateful to you all. It is a wonderful gift and it will be used wisely.

### ***Anti-Bribery and Corruption***

The Victims and Survivors Service Limited's Anti-fraud policy sets out how it complies with the Bribery Act 2010 and DAO (DOF) 09/11 Bribery Act which clarifies how the Bribery Act 2010 applies to public servants in Northern Ireland. The standards of conduct required of all the Victims and Survivors Service Limited staff are set out in the Victims and Survivors Service Limited staff code of conduct. This code requires all staff to conduct themselves with honesty and impartiality at all times. It is not acceptable for any staff member to receive any benefit that may be perceived as having the potential to compromise personal judgement on work related issues.

### ***Sustainability Report***

The Victims and Survivors Service Limited is committed to The Executive Office's Sustainable Development Strategy. Policies and practices have been introduced within the Victims and Survivors Service Limited to encourage efficiency in the use of resources.

The Seatem House office is located within Belfast City Centre close to public transport links, allowing staff and victims and survivors to travel to and from the office in a sustainable manner.

## Performance Report for the year ended 31 March 2022

The use of an outreach office (Dungannon) facilitates the minimisation of travel for individuals and organisations located outside of the greater Belfast area.

The Victims and Survivors Service Limited has also, in order to reduce its carbon footprint, pursued a policy of the facilitation, where possible, of staff flexibility in start and finish times allowing staff to travel to and from work at non-peak traffic times.

COVID-19 restrictions resulted in all Victims and Survivors Service Limited staff working at home for the majority of their working hours between 2019-2021. Whilst restrictions have been relaxed throughout 2021-22, the Victims and Survivors Service Limited have continued with a hybrid model of office and home based working where service delivery for victims and survivors permits. It is expected that this will further add to the achievement of the Sustainable Development Strategy.

The Victims and Survivors Service Limited is aware of its responsibility to progress its work associated with sustainable development targets within the Implementation Plan emanating from the first Northern Ireland Sustainable Development Strategy.

### **Social**

While the Victims and Survivors Service Limited does not have a dedicated policy, the principles of corporate and social responsibility are embedded within its key activities, demonstrating a commitment to social equality and human rights. A staff Health and Wellbeing Programme is in place which incorporates aspects of corporate and social responsibility.

### **Going Concern**

The accounts are prepared on a going concern basis as it is assumed that the parent Department, The Executive Office, will continue to fund the organisation's activities. The Victims and Survivors Service Limited three year Corporate Plan 2022-25 (including 2022-23 Delivery Plan) was presented to The Executive Office for consideration and approval.



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**Oliver Wilkinson**  
Chairman



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**Andrew Walker**  
Interim Chief Executive and  
Accounting Officer

**Date: 27 January 2023**

## Accountability Report for the year ended 31 March 2022

### Overview

The Accountability Report for the Victims and Survivors Service Limited comprises three key elements:

- Corporate Governance Report
  - *Director's Report*
  - *Statement of Accounting Officer's and Director's Responsibilities*
  - *Governance Statement*
- Remuneration Report
- Assembly Accountability Report

These are outlined below.

### 2.1 Corporate Governance Report

This section of the report outlines the compositions and organisation of the Victims and Survivors Service Limited's governance structures and how they support the achievement of the organisation's objectives.

#### 2.1.1 Directors' Report

##### Introduction and Background

The Directors during 2021-22 were as follows:

Oliver Wilkinson – Chair appointed 1 April 2015 (previously Director appointed 2 December 2013, Interim Chair appointed 30 June 2014)

Bertha McDougall – Director appointed 2 December 2013

Patricia Haren – Director appointed 1 April 2015

Richard Solomon – Director appointed 2 December 2013 - (resigned 31 March 2022)

Beverley Clarke – Director appointed 1 April 2015 - (resigned 23 November 2021)

The Victims and Survivors Service Limited has drafted its Corporate Plan 2022-25, which has been submitted to The Executive Office for consideration by The Executive Office Departmental Board.

The Corporate Plan 2022-25 outlines the Victims and Survivors Service Limited's approach to Outcomes Based Accountability and grows upon the progress which has been made as part of the Co-Design Programme and the outcomes-led approach outlined in the Performance Analysis section above.



## **Accountability Report for the year ended 31 March 2022**

This approach is consistent with the 2021 draft Programme for Government Outcomes Framework.

In developing these priorities the Victims and Survivors Service Limited has also listened closely to our stakeholders, who have emphasised the need for a victim and survivor led service that is responsive to need, easy to understand and access, and that enables the development of networks of support.

The Victims and Survivors Service Limited *Delivery Plan 2022-25* details the measurable actions and outputs that will be taken / monitored over the next financial year to work towards these outcomes. Progress against this Plan is monitored on an ongoing basis and reported on regularly to the Victims and Survivors Service Limited Board.

### **Share Capital**

The company is limited by guarantee and has no share capital.

### **Data Protection and Freedom of Information**

The Victims and Survivors Service Limited is required to report on personal data related incidents and accordingly has a control system to meet these responsibilities under the recent General Data Protection Regulation (GDPR), the subsequent Data Protection Act 2018 and the Freedom of Information Act 2000.

The GDPR came into force on 25 May 2018 and consequently the Victims and Survivors Service Limited has established internal and external working processes to comply with and implement the introduction of this legislation. An Information Asset Register has been maintained detailing all data sources held and all policies and procedures were reviewed in light of the new regulation.

All staff and Board members have completed basic GDPR awareness training and undertake annual refresher training. The Data Protection Officer receives regular training keeping them abreast of developments regarding data legislation.

There were no instances of personal data loss requiring a report to the Information Commissioner's Office during the year under review.

A working group within the Victims and Survivors Service Limited has been established to review and act in instances when a potential data breach occurs. For any non-reportable breach arising, the working groups will take the appropriate actions to inform other parties as necessary.

During the year staff were advised by the Data Protection Officer on controls and improvements to reduce the likelihood of data breaches.

## **Accountability Report for the year ended 31 March 2022**

The control system established to ensure the appropriate handling of personal data and information used for operational and reporting purposes is the Publication Scheme, which is available on the Victims and Survivors Service Limited website at [www.victimsservice.org](http://www.victimsservice.org).

In 2021-22 the Victims and Survivors Service Limited received ten Freedom of Information requests. Responses were provided to eight of these requests in 2021-22, with one request outstanding at the end of the financial year and another redirected to TEO. In addition, VSS handled a substantial number of Subject Access Requests relating to the Troubles Permanent Disablement Payment Scheme.

### **Related Parties**

Details of the Victims and Survivors Service Limited related parties are set out in Note 19 to the financial statements.

### **Register of Interests**

The Chair, the Victims and Survivors Service Limited Board, the Chief Executive and Accounting Officer and all staff are required to register all interests, direct or indirect, which members of the public might reasonably think could influence their judgment.

The register of interests is available for public inspection by contacting the Victims and Survivors Service Limited, 1<sup>st</sup> Floor, Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN.

### **Charitable Donations**

The Victims and Survivors Service Limited made no charitable or political donations during this period.

### **Important Events occurring after the year-end**

There have been a number of important events occurring after year end which are listed below with further details of these events having been covered under the Strategic Developments section on page 18.

- Victims Strategy Development
- Legacy developments
- Regional Trauma Network
- Services for those impacted by Mother & Baby Institutions, Magdalene Laundries and Workhouses

### **2.1.2 Statement of Accounting Officer's and Directors' Responsibilities**

Under the Companies Act 2006 the Directors are required to prepare, for each financial period, a statement of accounts detailing the resources acquired, held, or disposed of during the year and the use of resources by the Victims and Survivors Service Limited during the year. The accounts are prepared on an accruals basis and must give a true and fair view of the state of affairs of the Victims and Survivors Service Limited and of its Net Comprehensive Expenditure, application of resources, changes in taxpayer's equity and cash flows for the financial year. In preparing those financial statements, the Accounting Officer is required to comply with the requirements of the Government Financial Reporting Manual and in particular to:

- Observe the relevant accounting and disclosure requirements and apply suitable accounting policies on a consistent basis;
- Make judgements and estimates on a reasonable basis;
- State whether applicable accounting standards as set out in the Government Financial Reporting Manual have been followed and disclose and explain any material departures in the financial statements; and
- Prepare the financial statements on the going concern basis.

The Accounting Officer and Directors are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to ensure that the financial statements comply with the Companies Act 2006. The Accounting Officer has a general responsibility for taking steps as are reasonably available to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

The Accounting Officer and Directors are required to confirm that, as far as they are aware, there is no relevant audit information of which the entity's auditors are unaware, that the Accounting Officer and Directors have taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the entity's auditors are aware of that information.

The Accounting Officer and Directors' are required to confirm that the annual report and accounts as a whole is fair, balanced and understandable. The Accounting Officer is also required to confirm that she takes personal responsibility for the annual report and accounts and the judgments required for determining that it is fair, balanced and understandable.

The Executive Office has appointed the Chief Executive as the Accounting Officer of the Victims and Survivors Service Limited. The responsibilities of an Accounting Officer include the responsibility for the propriety and regularity of the public finances for which the Accounting Officer is answerable, for keeping proper records and for safeguarding

## **Accountability Report for the year ended 31 March 2022**

the Victims and Survivors Service Limited assets and are set out in full in Managing Public Money Northern Ireland.

### **2.1.3 Governance Statement for the year ended 31 March 2022**

#### **Introduction**

The Victims and Survivors Service Limited is a company limited by guarantee, owned by The Executive Office and functioning as an Arm's Length Body. It is financed through The Executive Office's Departmental Expenditure Limit (DEL). The Board of the Victims and Survivors Service Limited reports directly to The Executive Office.

This statement is given in respect of the Victims and Survivors Service Limited's accounts for 2021-22. The Governance Statement comprises two broad elements. First, the Statement describes the Victims and Survivors Service Limited's governance framework, identifying responsibilities and explaining the functions of its constituent elements. Second, the Statement reports my assessment as Accounting Officer of the effectiveness of the framework during the reporting period. The report identifies any significant governance issues and concludes with a review of the Victims and Survivors Service Limited conformance with the Code of Good Practice (NI) 2013.

#### **The Purpose of the Governance Statement**

The purpose of the Governance Statement is to report publicly on the extent to which the Victims and Survivors Service Limited complies with the Code of Good Practice (NI) 2013. The process of preparing the Governance Statement itself adds value to the effectiveness of the corporate governance and internal control framework.

#### **Overview of the Governance Framework**

The governance framework comprises the systems, processes, culture and values, by which the Victims and Survivors Service Limited is directed and controlled.

The system of internal control is a significant part of this framework and is designed to manage risk to a reasonable level. It cannot eliminate all risk of failure to achieve the organisation's aims and objectives and can, therefore, only provide reasonable and not absolute assurance of effectiveness.

The corporate governance framework within which the Victims and Survivors Service Limited operated for the year ended 31 March 2022 comprises:

- The Accounting Officer;
- The Victims and Survivors Service Limited Board;

## **Accountability Report for the year ended 31 March 2022**

- The Victims and Survivors Service Limited Audit and Risk Committee; and
- The Internal Audit function.

These structures, together with an overview of their responsibilities and performance in year, are set out in the relevant sections below.

The corporate governance framework also includes a number of additional elements that contribute to the effective governance of the organisation. These comprise:

- The Management Statement and Financial Memorandum;
- The Executive Office Oversight Arrangements;
- The Corporate Plan 2021-24 and Delivery Plan 2021-22
- The Performance Appraisal Framework;
- The Risk Management Framework;
- Financial Policies and Procedures;
- Whistle-blowing Policy; and
- Anti-Fraud Policy and Fraud Response Plan.

Clinical governance arrangements are also in place, with oversight by a Health and Wellbeing Committee.

These elements, together with an assessment of their effectiveness in the period, are described in the relevant sections below.

### **Review of Effectiveness**

#### ***The Accounting Officer***

I was appointed Accounting Officer (on an interim basis) on 22 August 2022 (after the 2021/22 year end).

As Accounting Officer, I have responsibility for maintaining a sound system of internal governance that supports the achievement of the aims and objectives of the Victims and Survivors Service Limited. I also have responsibility for the propriety and regularity of the public finances allocated to the Victims and Survivors Service Limited and for safeguarding public funds and assets, in accordance with the responsibilities assigned to me in the Code of Good Practice (NI) 2013 and Managing Public Money Northern Ireland.

In my role as Accounting Officer, I function with the support of the Board of the Victims and Survivors Service Limited (the Board). This includes highlighting to the Board specific business risks and, where appropriate, the measures that could be employed to manage these risks.

### ***The Board***

The Board is chaired by a non-executive Director. It supports the delivery of effective Corporate Governance in keeping with the Code of Good Practice (NI) 2013.

The Board takes an objective long-term view of the business of the organisation, leading its strategic planning process and assisting the Chief Executive and Accounting Officer in setting and meeting its corporate aims and objectives.

Under the general guidance and direction of the Ministers of The Executive Office, key aspects of the Board's role include:

- Setting the strategic direction for the organisation, including its vision, values, and strategic objectives;
- Overseeing the implementation of its corporate and business plans, monitoring performance against objectives, and supervising its budget;
- Leading and overseeing the process of change and encouraging innovation, to enhance the organisation's capability to deliver;
- Overseeing the strategic management of staff, finance, information, and physical resources, including setting training and health and safety priorities;
- Establishing and overseeing the implementation of the corporate and clinical governance arrangements of the Victims and Survivors Service Limited, including risk management; and
- Overseeing and monitoring progress against all of its equality of opportunity and good relations obligations.

The Board membership is detailed in [Table 7](#) below.

**Table 7: Victims and Survivors Service Limited Board Membership**

<b>Name</b>	<b>Position</b>
Oliver Wilkinson	Director appointed 2 December 2013 Appointed Interim Chair 30 June 2014; appointed Chair 1 April 2015
Bertha McDougall	Director appointed 2 December 2013
Richard Solomon	Director appointed 2 December 2013 (resigned 31 March 2022)
Beverley Clarke	Director appointed 1 April 2015 (resigned 23 November 2021)
Patricia Haren	Director appointed 1 April 2015

The Northern Ireland Executive returned to office on 11 January 2020. In its absence no new appointments to the Board could be made. The Board had asked that The Executive Office seek to address this issue as a matter of urgency, given that the ongoing position of Chair plus two members, is well below the normal complement of Chair plus seven members. In July 2021, ministerial approval was given to the opening of the public

## Accountability Report for the year ended 31 March 2022

appointment competition to fill vacant positions on the Victims and Survivors Service Limited Board. Two appointments have been made in October 2022 with further appointments expected to follow in 2023.

Despite this the Board was able to maintain quorum throughout 2021-22.

The Board met 8 times in 2020-21. **Table 8** below details the attendance of Board members at meetings held during the year.

**Table 8: Board Meeting Attendance**

Date	Oliver Wilkinson	Bertha McDougall	Richard Solomon	Beverley Clarke	Patricia Haren
20 April 2021	✓	✓	x	✓	✓
8 June 2021	✓	✓	✓	✓	✓
27 July 2021	✓	✓	x	x	✓
14 Sept 2021	x	✓	x	✓	✓
19 Oct 2021	✓	✓	✓	✓	✓
9 Nov 2021	✓	✓	x	✓	✓
18 Jan 2022	✓	✓	x	x	✓
8 Feb 2022	✓	✓	x	x	✓

\*May 2021 Meeting Cancelled

\*December 2022 Meeting Cancelled

\*March 2022 Meeting Cancelled

On a quarterly basis, the Board considers a range of issues, including the following standing items:

- Minutes of Previous Meeting;
- Chairman's Update;
- Chief Executive and Accounting Officer Update;
- Reports from Sub Committees (Audit and Risk and Health and Wellbeing);
- Progress against Budget;
- Progress against Corporate and Delivery Plans and risks to achieving stated outcomes;
- Compliance and Data Protection Updates; and
- Client Risk Update.

## Accountability Report for the year ended 31 March 2022

In addition to the quarterly meetings, the remaining Board meetings follow a strategic format, devoting time to the consideration of key strategic issues. Such issues considered in 2021-22 included:

- Review of working group activity in areas of addiction, gender, recording lived experience and social support
- Co-design of victims strategy
- Troubles Permanent Disablement Payment Scheme
- Peace Plus consultation
- Communications planning
- COVID-19 impact on services and on VSS staffing
- Culture & Values

The Board operates as a collegiate forum under the leadership of the Chair. It ensures that the appropriate strategic planning processes are in place and that there is effective operational management of their implementation. Day-to-day operational matters are my responsibility and that of senior staff.

Each Non-Executive Board Member participates in the high-level corporate decision-making process as a member of the Board, contributes to the operation of corporate governance arrangements within the organisation and supports me in my role of Chief Executive and Accounting Officer.

As Chief Executive, I am responsible for organising the agenda for monthly Board meetings and ensuring the Chair and Board members are provided with timely information to support full discussion at each meeting.

I report to the Board by exception, drawing attention and focus to any areas of concern, including significant strategic risks and areas of delivery against planned outcomes which are at risk.

I provide reports which include areas such as the status of delivery against delivery plan outcomes; expenditure against budget; requests made under the Freedom of Information Act; press reporting of the Victims and Survivors Service Limited; Assembly Questions relevant to the Victims and Survivors Service Limited; and absence management.

The Board maintains a Register of Interests. This lists, for each Director, all commercial and other relevant interests. A similar register is maintained by senior management and staff within the Victims and Survivors Service Limited. Significant changes are reported as they occur. Each Board and committee meeting begins with those present declaring any conflicts of interest that may arise from agenda items. In the event of a conflict of interest arising, the Director or committee member concerned is required to withdraw from any discussion of the relevant matter and to abstain from any associated vote.



## Accountability Report for the year ended 31 March 2022

The Board reviewed its own effectiveness by carrying out a self-assessment in April 2022. The overall conclusion was that the Board performed well in 2021-22, and that a range of actions identified at the 2020-21 review had been implemented. The action areas identified within the 2021-22 review will be taken forward in 2022-23 and include:

- Review of Board Appraisal process
- Increased engagement with TEO, and other key stakeholders

### ***The Health and Wellbeing Committee***

The Health and Wellbeing Committee are appointed by the Board. The Committee nominates one member to the position of Chair.

The Health and Wellbeing Committee's terms of reference sets out its role, including:

- Consideration of strategies in relation to the implementation and evaluation of a Clinical Governance Framework;
- Consideration of strategies in relation to the implementation and evaluation of Health and Wellbeing Services delivered by and on behalf of the Victims and Survivors Service Limited;
- Consideration of strategies concerning the Victims and Survivors Service Limited staff health and wellbeing, employee engagement and development; and
- Providing assurances relating to the management of clinical risk and clinical governance requirements for the organisation.

**Table 9** below details the Health and Wellbeing Committee members.

**Table 9: Health and Wellbeing Committee Membership**

Name	Position
<b>Beverley Clarke</b>	Committee Member from April 2017 (Chair) (resigned 23 November 2021)
<b>Patricia Haren</b>	Committee Member from April 2017

In addition to its members, the following officers normally attend the Committee:

- The Head of Health and Wellbeing;
- The Health and Wellbeing Programme Manager;
- A Health and Wellbeing Case Manager; and
- The VSP Programme Manager.

The Health and Wellbeing Committee met three times during 2021-22. Following the resignation of VSS Board member, Beverley Clarke, it was agreed by the VSS Board to

## Accountability Report for the year ended 31 March 2022

temporarily pause the Health and Wellbeing Committee until new Board members are recruited. All learning and decision making will be referred directly to the Board in the interim.

### The Audit and Risk Committee

The Audit and Risk Committee and its Chair are appointed by the Board. The Chair is appointed from the NICS and is not a member of the Victims and Survivors Service Limited's Board.

The Audit and Risk Committee's terms of reference (updated in October 2021) sets out its purpose as being to support me, as Accounting Officer, in monitoring risk, control and governance systems, including financial reporting. Additionally the Committee will advise the Board and the Accounting Officer on the adequacy of internal and external audit arrangements and on the implications of assurances provided in respect of risk and control. The Audit and Risk Committee does not have executive powers.

**Table 10** below details the Audit and Risk Committee members.

**Table 10: Audit and Risk Committee Membership**

Name	Position
Colm Doran	Committee Member - Chair from October 2013 (appointed from Department of Finance)
Bertha McDougall	Committee Member from 13 December 2013
Richard Solomon	Committee Member from 13 December 2013 (resigned 31 March 2022)
Briege Lafferty	Committee member from 6 August 2019 (Appointed from DAERA)
Jonathan McCullough	Committee Member from 9 May 2021 (Appointed from Department of Finance)

In addition to its members, the following officers normally attend the Committee:

- The Accounting Officer;
- The Head of Corporate Services;
- The Finance and Governance Manager;
- The Business Support Officer (Secretary to the Committee);
- Representative(s) from the Northern Ireland Audit Office;
- Representative(s) from the Victims Unit in The Executive Office; and
- Representative(s) from the Internal Audit service provider.

## **Accountability Report for the year ended 31 March 2022**

The Audit and Risk Committee met five times in 2021-22.

In line with best practice set out in the Department of Finance's Audit and Risk Assurance Handbook, the Chair of the Audit and Risk Committee has approved an agreed agenda of work for its meetings, which include the following standing and annual agenda items:

- The review of the strategic risk register;
- Scrutiny of the annual accounts;
- Consideration of internal and external audit strategy;
- Review of internal and external audit findings;
- Consideration of compliance / fraud;
- Consideration of any Directly Awarded Contracts;
- The annual self-assessment of the Audit and Risk Committee; and
- The monitoring of residual audit recommendations.

The Audit and Risk Committee reviewed its own effectiveness by carrying out a self-assessment in July 2022. The overall conclusion was that the Audit and Risk Committee was performing well.

### **Risk Management Strategy**

The Victims and Survivors Service Limited Risk Management Strategy has been approved by the Board. This strategy sets out the process whereby the Victims and Survivors Service Limited methodically identifies, assesses and responds to the risks attaching to its activities. It assigns responsibility and accountability for risk management; defines the processes for risk review and reporting; describes a format for the organisation's corporate risk register; and explains the organisation's approach to training in risk management.

A risk register has been in operation and updated on a quarterly basis throughout 2021-22. Key risks identified and managed during the reporting period included:

- Risk of non-delivery of the Victims and Survivors Service Limited element of the Regional Trauma Network due to lack of effective partnership working;
- Lack of political agreement on the Stormont House Agreement legacy institutions, diluting the strategic impact of the Advocacy Support Programme;
- Risks associated with maintenance of the Victims and Survivors Service Limited Board and Committees;
- Risks associated with termination of funding to a small number of organisations;
- Risks associated with the Victims and Survivors Service Limited staff health and wellbeing and SMT pressures;

## Accountability Report for the year ended 31 March 2022

- PEACE-IV Project cashflow risks in respect of the repayment of advanced monies and gap funding;
- Risk that the needs of the bereaved are not being met within current schemes.

The board have agreed an approach to the monitoring and escalation of risks in line with the risk appetite which is reviewed on an annual basis. All risks are assessed and escalated as appropriate.

It should be further noted that no 'ministerial directions' have been issued to the Victims and Survivors Service Limited and there have been no reported lapses of protective security.

The Audit and Risk Committee has reviewed all instances of suspected fraud and irregularities. Further details are outlined in the Fraud and Counter-Fraud Section on page 73.

### Internal Audit

The primary role of Internal Audit is to provide the Accounting Officer and the Board with an independent and objective opinion on risk management, control and governance by measuring and evaluating their effectiveness in achieving the organisation's agreed objectives.

The Victims and Survivors Service Limited appointed a new independent Internal Audit Service, Cavanagh Kelly, in May 2021, for a 3-year period, with the option to extend for a further two years.

**Table 11** below outlines the internal audit programme that was carried out relating to 2021-22.

**Table 11: Internal Audit 2021-22**

Report Date	Scope	Audit Rating	Status
Jan-22	Review of TPDPS	Satisfactory	Final Report
Aug-22	Review of Corporate Governance	Satisfactory	Final Report
<b>Jan 23</b>	Review of Financial Management	Limited	Final Report
Oct 22	Review of Needs-based Frameworks	Satisfactory	Final Report

A Satisfactory assurance level denotes that overall there is a satisfactory system of governance, risk management and control. While there may be some residual risk identified, this should not significantly impact on the achievement of system objectives.

## **Accountability Report for the year ended 31 March 2022**

A Limited assurance level denotes that there are significant weaknesses within the system of governance, risk management and control framework, which, if not addressed, could lead to system objectives not being achieved.

In relation to the Financial Management audit, 7 recommendations have been made (at priority levels 2 and 3), which relate primarily to the consolidation of procedures, use of checklists to evidence controls etc. Immediate actions have been taken to address all of the recommendations made, and I am content that controls within this area are appropriate and adequate.

The internal auditor's overall assurance rating for 2021-22 is Satisfactory.

During 2021-22 a total of 23 recommendations were made across four areas. There were no Priority One recommendations, four were identified as Priority Two and seventeen as Priority Three.

In addition, the Follow-Up Report confirmed that of the eighteen audit recommendations reviewed, six were fully implemented, four were no longer applicable, one was not yet due to be implemented, four were partially implemented and three were not implemented.

### **External Audit**

The Comptroller and Auditor General has statutory responsibility for the audit of Victims and Survivors Service Limited under the Companies (Public Sector Audit) Order (Northern Ireland) 2013.

The Northern Ireland Audit Office is independent of Government and is tasked by the Assembly to hold the Northern Ireland Departments and their Agencies to account for their use of public money.

The Comptroller and Auditor General works closely with the Assembly's Public Accounts Committee which can require Accounting Officers and senior officials to account for their actions in relation to the management of public funds.

A representative from the Northern Ireland Audit Office attends the Victims and Survivors Service Limited Audit and Risk Committee meetings.

### **The Executive Office Oversight Arrangements**

Within The Executive Office, the Victims and Survivors Unit is the Sponsoring Division for the Victims and Survivors Service Limited. The Victims and Survivors Unit, in consultation as necessary with the Accounting Officer of The Executive Office, is the primary source of advice to Ministers on the discharge of their responsibilities in respect of the Victims

## **Accountability Report for the year ended 31 March 2022**

and Survivors Service Limited and the primary point of contact for the Victims and Survivors Service Limited in dealing with the Department.

In order to discharge its duties on behalf of the Sponsor Department, the Victims and Survivors Unit administers the following oversight controls:

- Regular Tri-Lateral Meetings between the Commission for Victims and Survivors Limited, the Department and the Victims and Survivors Service Limited (attended by Victims and Survivors Service Limited management staff members);
- Accountability and Oversight Meetings (attended by the Chief Executive and Accounting Officer and Head of Corporate Services);
- Quarterly Assurance Statements;
- The Management Statement and Financial Memorandum, updated April 2018; and
- Ongoing Performance Monitoring against the Victims and Survivors Service Limited's Delivery Plan and preparation of its Corporate Plan.

During 2019-20, further guidance on a revised approach to partnership working between Sponsor Departments and Arm's Length Bodies was issued. A draft Partnership Agreement template (to replace the Management Statement and Financial Memorandum) has been issued to all ALBs and Sponsor Departments. I welcome the opportunity to improve the mechanisms for partnership between the Victims and Survivors Service Limited and TEO in this regard. Work had been due to commence on the partnership agreement in 2020-21 but at the request of the department this was delayed, whilst an ALB Partnership Charter was developed. With the Partnership Charter adopted post year-end, the Partnership Agreement will be revisited in the coming year.

### **Accountability Meetings**

The Accounting Officer and senior staff attended Accountability Meetings during the year with senior staff from the Department. These meetings took place on four occasions during 2021-22.

Senior Victims and Survivors Service Limited staff and the Chief Executive and Accounting Officer have operated a 'no surprises' policy in respect of ensuring that officials in the Department are aware of all material events, transactions and other issues that could be considered contentious or attract public comment, whether positive or negative. Quarter-end management reporting is shared as standard, in addition to further reporting outlined below.

## **Accountability Report for the year ended 31 March 2022**

### **Assurance Statements**

The Quarterly Assurance statement, prepared under the direction of and signed by the Chief Executive and Accounting Officer, provides information and assurance in the following areas:

- Risk management;
- Business Planning;
- Legislative authorities;
- Budget cover, business cases and post project evaluations;
- Monitoring of expenditure;
- Procurement;
- Consultancy;
- Information assurance and Data Protection;
- Staff management;
- Internal and external audit and Public Accounts Committee reports / recommendations; and
- Other significant issues.

The Accounting Officer submitted four Assurance Statements to The Executive Office during 2021-22.

### **The Management Statement and Financial Memorandum**

The Management Statement and Financial Memorandum is a key control document setting out the broad framework within which the Victims and Survivors Service Limited will operate. This document defines:

- The Victims and Survivors Service Limited's overall aims, objectives and targets;
- The rules and guidelines relevant to the exercise of the Victims and Survivors Service Limited functions, duties and powers;
- The conditions under which any public funds are paid to the Victims and Survivors Service Limited; and
- How the organisation is to be held to account for its performance.

The Management Statement and Financial Memorandum was reviewed and updated in March 2018 and is available on the Victims and Survivors Service Limited website.

## **Accountability Report for the year ended 31 March 2022**

### ***Corporate Plan 2022-25 and Delivery Plan 2021-22***

The 2022-25 Corporate Plan (and 2022-23 Delivery Plan) has been prepared and submitted to TEO for consideration.

The Chief Executive has monitored the Victims and Survivors Service Limited's performance against the targets set out in its 2021-22 Delivery Plan, included at [Appendix 2](#).

Key achievements and emerging activities carried out in 2021-22 are further outlined under Summary Performance against Delivery Plan Strategic Outcomes on page 20.

The Board is satisfied as to the quality of data and information provided by the Chief Executive and Accounting Officer, who gained assurance through detailed reporting provided by senior staff in 2021-22.

### **Financial Management**

Responsibility for ensuring that an effective system of internal financial control is maintained and operated rests with the Accounting Officer. The systems of internal financial control provide reasonable but not absolute assurance that assets are safeguarded, that transactions are authorised and properly recorded and that material errors or irregularities are either prevented or will be detected within a timely period. Internal financial control is based on a framework of management information, financial regulations and administrative procedures, which include the segregation of duties, management supervision and a system of delegation and accountability.

The implementation of the Victims and Survivors Service Limited financial management process in 2021-22 included:

- The setting of annual Grant in Aid;
- Monitoring of actual income and expenditure against the annual budget;
- Setting and management of expenditure profiles;
- Monthly reporting of the Victims and Survivors Service Limited financial position to the Board;
- A clearly defined system of expenditure authority delegations;
- Clear processes for the authorisation of expenditure and the payment of invoices; and
- Participation in the in-year monitoring rounds via The Executive Office.

The Victims and Survivors Service Limited has established Financial Policies and Procedures that address areas of risk as well as operational efficiency and effectiveness.



## **Accountability Report for the year ended 31 March 2022**

These documents act as a reference point detailing all Financial Policies and Procedures that have been approved by the Board.

The Victims and Survivors Service Limited operates a suite of other policies, processes and procedures that cover the full range of its activities. All staff are briefed on these policies during their induction and at regular staff meetings. Any needs identified are addressed through the Victims and Survivors Service Limited's annual training and development plan.

### **Fraud and Counter-Fraud**

The Victims and Survivors Service Limited Policy and Procedures on fraud sets out the responsibilities of staff with regard to fraud prevention, what staff should do if they suspect fraud and the action that will be taken by management in such circumstances in line with the Victims and Survivors Service Limited's Anti-Fraud Policy and Fraud Response Plan.

The Victims and Survivors Service Limited continued to work with the Group Internal Audit and Fraud Investigation Services unit within the Department of Finance and, where appropriate, with the PSNI to fully investigate a number of cases – which primarily relate to earlier years. One new case was opened in 2021-22; and remained open as at 31 March 2022. One other case, relating to a prior year, also remained open at 31 March 2022.

### **Whistleblowing**

The Victims and Survivors Service Limited's Whistleblowing Policy provides staff with a procedure for reporting concerns about unlawful conduct, fraud, dangers to the public or the environment, or other malpractice. The aim of this policy is to reassure staff that they can feel confident in exposing wrongdoing without any risk to themselves. This policy is also applicable to members of the public who contact the Victims and Survivors Service Limited with concerns about our Funded Organisations.

There were no instances of whistleblowing by members of the public to the Victims and Survivors Service Limited in the year to 31 March 2022.

### **Training**

The Victims and Survivors Service Limited's Training and Development policy is set in the context of the Victims and Survivors Service Limited recognising the need for well-motivated and highly skilled staff. This is reinforced through the implementation of the Victim and Survivors Service Limited competency framework.

## **Accountability Report for the year ended 31 March 2022**

The Victims and Survivors Service Limited is committed to ensuring that all staff have access to learning, development and training opportunities which enable them to be suitably knowledgeable and skilled to carry out their role and to develop in ways that fit with the strategic framework.

The Victims and Survivors Service Limited has made a significant investment in staff training and development through commissioning training in line with employee Personal Development Plans.

The wide range of training delivered to the sector through the PEACE IV funded Workforce Training and Development Plan has also resulted in significant additional training opportunities for Victims and Survivors Service Limited staff to engage in skills and capacity development in a range of relevant areas.

### **Significant Governance Issues**

The Victims and Survivors Service Limited continues to embed processes and procedures through the timely implementation of Internal and External Audit Recommendations. The overall Internal Audit assurance rating was Satisfactory.

In 2020/21 the Comptroller and Auditor General provided a report (included at the end of the 2020/21 Annual Report and Accounts) on two matters: eligibility and equality of access to the Education and Training Framework, and governance arrangements relating to Board and Committee complement/membership.

The Victims and Survivors Service Limited addressed these matters as follows:

Eligibility and equality of access to the Education and Training Framework – a review of this framework was completed in May 2022. It set out a new policy approach for new cases/requests for support, transitional arrangements for historic cases already in receipt of support and completing courses over multiple years, and a review of historical cases to secure additional supporting documentation. Under this new policy, the eligibility criteria for the framework did not change, instead the focus and priority of support shifted to be based on individual barriers to study (living/travel/childcare costs which are not covered by other streams). Also, the maximum level of support per year was reduced to £2,000 per annum.

Governance arrangements relating to Board and Committee complement/membership – as noted by the Comptroller and Auditor General, the appointment of new board members is the responsibility of The Executive Office. A board recruitment exercise has been carried out with two appointments made to the VSS board in October 2022. Three further appointments are to be made at a time when Ministers return. Each new Board member will sit on one of the VSS sub-committees, with further appointments to the

## Accountability Report for the year ended 31 March 2022

subcommittees to follow upon additional appointments to the Board. This brings further independence onto both Committees.

There are no reportable governance issues which emerged throughout the year, or after the year end.

### ***Direct Award Contracts***

Three contracts were awarded by means of a Direct Award in 2021/22. The detail of these Direct Awards are set out in **Table 12** below.

**Table 12:** Direct Award contracts awarded in 2021/22

Awarded	Scope	Award Amount (£)
Apr-21	Provision of Specialist Psychological Therapies	10,000
Apr-21	Provision of Specialist Psychological Therapies	10,000
Feb-22	Empowering Leadership Programme	27,320

### ***Governance Checks for Existing Clients***

The Victims and Survivors Service Limited set out a new approach to its governance checks for existing clients in September 2020. Rather than a one-off, annual spot check 'event', VSS now undertakes a rolling and continuous eligibility check on a randomly selected sample resulting in coverage of no less than 5% of individuals in each rolling 12 month period.

In the 2021/22 financial year, Victims and Survivors Service Limited conducted sensitive checks on 5% (n=359) of client records to verify their eligibility for payments. This spot check has been fully completed with the maximum extrapolate error rate of 1.11% and a maximum potential extrapolated error value of £40,000.

### ***Conformance with Code of Conduct***

The Victims and Survivors Service Limited, like other public bodies, has a duty to conduct affairs in a responsible and transparent way and to take into account the standards in public life set out by the Nolan Committee and the Code of Good Practice (NI) 2013. Where appropriate, the Victims and Survivors Service Limited has taken account of additional good practice documented in the 2013 edition of the Code.

The Victims and Survivors Service Limited is not a Central Government Department and cannot, therefore, comply with those parts of the code that are only applicable to such Departments. However, the corporate governance arrangements of the Victims and Survivors Service Limited have been established in such a way as to conform broadly to these standards. In doing so, these arrangements reflect the Code's recommendation

## **Accountability Report for the year ended 31 March 2022**

that for bodies such as the Victims and Survivors Service Limited “*the code should be applied with adjustments to suit their scale, responsibilities and accountability chains*”.

Throughout the year to 31 March 2022, the Victims and Survivors Service Limited has complied with all relevant 2013 Code provision.

### **Conclusion**

As Accounting Officer, I have responsibility for reviewing the effectiveness of the system of internal control.

My review of the effectiveness of the system of internal governance is informed by the work of the Internal Auditors and senior staff within the organisation who have responsibility for the development and maintenance of the internal control framework.

In this year, Internal Audit provided a Limited Assurance rating in respect of one assignment, the Review of Financial Management. Whilst accepting the recommendations made and ensuring that steps have been taken to address the recommendations, I note that all recommendations were at the Priority 2 and Priority 3 levels (Medium and Low). With no Priority 1 (high) recommendations, I am therefore content that no significant weaknesses have been identified. I accept the recommendations made within the audit report and significant progress has already been made to improve the controls in this area. I note that the overall level of assurance for the year, following completion of the audit work across a range of areas, remains at a Satisfactory level

I also consider the comments made by the Northern Ireland Audit Office in its Report to Those Charged with Governance and other reports.

I understand the implications of the result of my review of the effectiveness of the system of internal governance.

The system of accountability on which I rely as Accounting Officer to form an opinion on the probity and use of public funds, as detailed in Managing Public Money NI, is now well embedded within the organisation. The structure of the organisation is appropriate to meet the organisation’s corporate and delivery plans. Monitoring and evaluation systems have matured, allowing the capture and analysis of timely and accurate information to support internal decision making, resulting in well evidenced, outcomes-based accountability.

Internal and external audit activity in respect of 2021-22, whilst noting the limited assurance report in one area, has reflected the sound system of internal control in place within the Victims and Survivors Service Limited, with only a small number of broadly low priority recommendations arising. Any weaknesses identified internally by management,

## **Accountability Report for the year ended 31 March 2022**

the Board, the Audit and Risk Committee and Internal and External Audit have been considered with immediate action undertaken on priority findings and an implementation plan in place for longer term developments.

## **Remuneration Report for the year ended 31 March 2022**

### **2.2 Remuneration Report for the year ended 31 March 2022**

#### ***Remuneration Policy***

Remuneration of all staff members, including the Chief Executive and Accounting Officer and senior staff, is set out in their contracts of employment and is subject to review under Northern Ireland Civil Service pay remit guidelines. Such a review requires the approval of the Department of Finance.

The appointment and remuneration of the Victims and Survivors Service Limited's Board is determined by The Executive Office.

#### ***Service Contracts***

Victims and Survivors Service Limited appointments are made in accordance with the Civil Service Commissioners' Recruitment Code, which requires appointments to be made on merit on the basis of fair and open competition but also includes the circumstances when appointments may otherwise be made. Further information can be found in the Victims and Survivors Service Limited Recruitment and Selection Policy.

Unless otherwise stated below, the officials covered by this report hold appointments which are open-ended. Early termination, other than for misconduct, would result in the individual receiving compensation as set out in the Civil Service Compensation Scheme.

#### ***Salary and Pension Entitlements***

The following sections provide details of remuneration and pension interests of the Directors and the Chief Executive and Accounting Officer in the Victims and Survivors Service Limited.

## Remuneration Report for the year ended 31 March 2022

### **Remuneration (including salary) and Pension Entitlements (Audited Information)**

Officials	2021-22				2020-21			
	Salary £'000	Benefits in kind (to nearest £100)	Pension Benefits* (to nearest £1000)	Total £'000	Salary £'000	Benefits in kind (to the nearest £100)	Pension Benefits* (to nearest £1000)	Total £'000
Ms Margaret Bateson, Chief Executive and Accounting Officer  (01.04.21 – 31.07.21 and then 15.10.21 – 31.03.22)	75-80	-	30	105-110	75-80	-	36	110-115
Mr Andrew Walker, Interim Chief Executive and Accounting Officer  (01.08.21 – 14.10.21)	55-60 (FTE 75- 80)	-	4	59-64	n/a	-	n/a	n/a
Mr Oliver Wilkinson, Board Member and Chair	5-10	-	-	5-10	5-10	-	-	5-10
Mrs Bertha McDougall, Board Member	0-5	-	-	0-5	0-5	-	-	0-5
Mr Richard Solomon, Board Member	0-5	-	-	0-5	0-5	-	-	0-5
Ms Patricia Haren, Board Member	0-5	-	-	0-5	0-5	-	-	0-5
Ms Beverley Clarke, Board Member	0-5	-	-	0-5	0-5	-	-	0-5

\* The value of pension benefits accrued during the year is calculated as (the real increase in pension multiplied by 20) plus (the real increase in any lump sum) less (the contributions made by the individual). The real increases exclude increases due to inflation and any increase or decrease due to a transfer of pension rights.

#### **Salary**

'Salary' includes gross salary; overtime; recruitment and retention allowances; private office allowances and any other relevant allowances to the extent that it is subject to UK taxation and any severance or ex-gratia payments.

#### **Exit Packages (Audited Information)**

There were no redundancies or ill health retirements costs in the year to 31 March 2022.

#### **Benefits in Kind**

The monetary value of benefits in kind covers any benefits provided by the employer and treated by HM Revenue and Customs as a taxable emolument.

## Remuneration Report for the year ended 31 March 2022

No benefits in kind were paid during the year.

### **Bonuses**

Bonuses are not payable to Victims and Survivors Service Limited Directors or employees. There were no ex-gratia payments made to current Directors or employees.

### **Fair Pay Disclosures (Audited)**

#### **Pay Ratios**

Reporting bodies are required to disclose the relationship between the remuneration of the highest-paid director in their organisation to that of the median remuneration of the organisation's workforce.

The banded remuneration of the highest-paid director in The Victims and Survivors Service Limited in the financial year 2021-22 was £75,000 - £80,000 (2020-21: £75,000 - £80,000). This was 2.75 times (2020-21: 2.70 times) the median remuneration of the workforce, which was £28,141 (2020-21: £28,730).

In 2021-22, 0 (2019-20, 0) employees received remuneration in excess of the highest paid director. Remuneration ranged from £20k - £80k (2020-21 £20k - £80k). Total remuneration includes salary, non-consolidated performance-related pay and benefits-in-kind. It does not include severance payments, employer pension contributions and the cash equivalent transfer value of pensions.

The 2021-22 financial year is the first year disclosures in respect of the 25th percentile pay ratio and 75th percentile pay ratio are required. These are set out below.

<b>2021-22</b>	<b>25th Percentile</b>	<b>Median</b>	<b>75th Percentile</b>
Total remuneration (£)	£23,483	£27,845	£38,017
Pay Ratio	3.30	2.78	2.04

<b>2020-21</b>	<b>25th Percentile</b>	<b>Median</b>	<b>75th Percentile</b>
Total remuneration (£)	£23,483	£28,730	£32,800
Pay Ratio	3.30	2.70	2.36

#### **Percentage Change in Remuneration**

Reporting bodies are also required to disclose the percentage change from the previous financial year in the:

- a) Salary and allowances, and
- b) Performance pay and bonuses



## Remuneration Report for the year ended 31 March 2022

of the highest paid director and of their employees as a whole.

The percentage changes in respect of The Victims and Survivors Service Limited are shown in the following table. It should be noted that the calculation for the highest paid director is based on the mid-point of the band within which their remuneration fell in each year.

Percentage change for:	2021-22 V 2020-21	2020-21 V 2019-20
Average employee salary and allowances	3.20%	(1.51%)
Highest paid director's salary and allowances	0.00%	6.90%

### ***Pension Benefits (Audited Information)***

Officials	Accrued Pension and related lump sum at pension age as at 31 March 2022	Real increase in pension and related lump sum at pension age	CETV at 31 March 2022	CETV at 31 March 2021	Real increase in CETV
	£'000	£'000	£'000	£'000	£'000
Mrs Margaret Bateson, Chief Executive and Accounting Officer (01.04.21 – 31.07.21 and then 15.10.21 – 31.03.22)	10-15	0-2.5	150	129	13
Mr Andrew Walker, Interim Chief Executive and Accounting Officer (01.08.21 – 14.10.21)	15-20	0-2.5	185	182	2

### ***Victims and Survivors Service Limited Pension Arrangements***

Pension benefits are provided through the Northern Ireland Civil Service pension schemes which are administered by Civil Service Pensions (CSP).

The alpha pension scheme was initially introduced for new entrants from 1 April 2015. The alpha scheme and all previous scheme arrangements are unfunded with the cost of benefits met by monies voted each year. The majority of members of the classic, premium, classic plus and nuvos pension arrangements (collectively known as the Principal Civil Service Pension Scheme (Northern Ireland) [PCSPS(NI)]) also moved to

## Remuneration Report for the year ended 31 March 2022

alpha from that date. At that time, members who on 1 April 2012 were within 10 years of their normal pension age did not move to alpha (full protection) and those who were within 13.5 years and 10 years of their normal pension age were given a choice between moving to alpha on 1 April 2015 or at a later date determined by their age (tapered protection).

In 2018, the Court of Appeal found that the protections put in place back in 2015 that allowed older workers to remain in their original scheme, were discriminatory on the basis of age. As a result, the discrimination identified by the Courts in the way that the 2015 pension reforms were introduced must be removed by the Department of Finance. It is expected that, in due course, eligible members with relevant service between 1 April 2015 and 31 March 2022 may be entitled to different pension benefits in relation to that period. The different pension benefits relate to the alternative schemes e.g. legacy PCSPS(NI) 'Classic', 'Premium' or 'Nuvos' (legacy scheme) or alpha. Scheme regulations made in March 2022, closed the PCSPS(NI) to future accrual from 31 March 2022, and all remaining active PCSPS(NI) members (including partially retired members in active service) moved to 'alpha' from 1 April 2022. This completes Phase One to remedy the discrimination identified by the Courts. Any pension benefits built up in the legacy scheme prior to this date are unaffected and PCSPS(NI) benefits remain payable in accordance with the relevant scheme rules. Phase Two will see the implementation of the Deferred Choice Underpin. That is, giving eligible members a choice between legacy scheme and alpha scheme benefits for service between 1 April 2015 and 31 March 2022. At this stage, allowance has not yet been made within CETVs for this remedy. Further information on the remedy will be included in the NICS pension scheme accounts which are available at <https://www.financeni.gov.uk/publications/dof-resource-accounts>.

Alpha is a 'Career Average Revalued Earnings' (CARE) arrangement in which members accrue pension benefits at a percentage rate of annual pensionable earnings throughout the period of scheme membership. The current accrual rate is 2.32%.

Currently new entrants joining can choose between membership of alpha or joining a 'money purchase' stakeholder arrangement with a significant employer contribution (Partnership Pension Account).

New entrants who joined on or after 30 July 2007 were eligible for membership of the legacy PCSPS(NI) Nuvos arrangement or they could have opted for a Partnership Pension Account. Nuvos was also a CARE arrangement in which members accrued pension benefits at a percentage rate of annual pensionable earnings throughout the period of scheme membership. The rate of accrual was 2.3%.

Staff in post prior to 30 July 2007 may be in one of three statutory based 'final salary' legacy defined benefit arrangements (Classic, Premium and Classic Plus). From April 2011, pensions payable under these arrangements have been reviewed annually in line with changes in the cost of living. New entrants who joined on or after 1 October 2002

## Remuneration Report for the year ended 31 March 2022

and before 30 July 2007 will have chosen between membership of premium or joining the Partnership Pension Account.

Benefits in Classic accrue at the rate of 1/80th of pensionable salary for each year of service. In addition, a lump sum equivalent to three years' pension is payable on retirement. For Premium, benefits accrue at the rate of 1/60th of final pensionable earnings for each year of service. Unlike Classic, there is no automatic lump sum (but members may give up (commute) some of their pension to provide a lump sum). Classic Plus is essentially a variation of Premium, but with benefits in respect of service before 1 October 2002 calculated broadly as per Classic.

The Partnership Pension Account is a stakeholder pension arrangement. The employer makes a basic contribution of between 8% and 14.75% (depending on the age of the member) into a stakeholder pension product chosen by the employee. The employee does not have to contribute but where they do make contributions, the employer will match these up to a limit of 3% of pensionable salary (in addition to the employer's basic contribution). Employers also contribute a further 0.5% of pensionable salary to cover the cost of centrally provided risk benefit cover (death in service and ill health retirement).

Active members of the pension scheme will receive an Annual Benefit Statement. The accrued pension quoted is the pension the member is entitled to receive when they reach their scheme pension age, or immediately on ceasing to be an active member of the scheme if they are at or over pension age. The normal scheme pension age in alpha is linked to the member's State Pension Age but cannot be before age 65. The Scheme Pension age is 60 for any pension accrued in the legacy Classic, Premium, and Classic Plus arrangements and 65 for any benefits accrued in Nuvos. Further details about the NICS pension schemes can be found at the website [www.financeni.gov.uk/civilservicepensions-ni](http://www.financeni.gov.uk/civilservicepensions-ni).

All pension benefits are reviewed annually in line with changes in the cost of living. Any applicable increases are applied from April and are determined by the Consumer Prices Index (CPI) figure for the preceding September. The CPI in September 2021 was 3.1% and HM Treasury has announced that public service pensions will be increased accordingly from April 2022.

Employee contribution rates for all members for the period covering 1 April 2022 – 31 March 2023 are as follows:

## Remuneration Report for the year ended 31 March 2022

Annualised Rate of Pensionable Earnings (Salary Bands)		Contribution rates – All members
From	To	From 01 April 2022 to 31 March 2023
£0	£24,449.99	4.60%
£24,450.00	£56,399.99	5.45%
£56,400.00	£153,299.99	7.35%
£153,300.00 and above		8.05%

### Cash Equivalent Transfer Values

A Cash Equivalent Transfer Value (CETV) is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies. The CETV figures, and from 2003-04 the other pension details, include the value of any pension benefit in another scheme or arrangement which the individual has transferred to the NICS pension arrangements. They also include any additional pension benefit accrued to the member as a result of their purchasing additional years of pension service in the scheme at their own cost. CETVs are calculated in accordance with The Occupational Pension Schemes (Transfer Values) (Amendment) Regulations 2015 and do not take account of any actual or potential benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are taken.

### Real increase in CETV

This reflects the increase in CETV effectively funded by the employer. It does not include the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period. However, the real increase calculation uses common actuarial factors at the start and end of the period so that it disregards the effect of any changes in factors and focuses only on the increase that is funded by the employer.

## Remuneration Report for the year ended 31 March 2022

### ***Compensation on early retirement or for Loss of Office (Audited)***

No Directors or Officers were compensated for early retirement or loss of office in 2021-22.

### ***Fees to Third Parties***

Only remuneration and expenses were paid to Directors of the Victims and Survivors Service Limited in 2021-22. The Victims and Survivors Service Limited Board of Directors remuneration details are on page 79.

Expenses reimbursed to/incurred in respect of Non-Executive Directors were as follows:

	<b>Year end 31 March 2022 (£)</b>	<b>Year end 31 March 2021 (£)</b>
O. Wilkinson, Board Chair	0	0
B. McDougall, Board Member	0	0
R. Solomon, Board Member	0	78
P. Haren, Board Member	0	18
B. Clarke, Board Member	0	92
<b>Total</b>	<b>0</b>	<b>188</b>

No further remuneration or expenses were paid to Non-Executive Directors in 2021-22.

### ***Senior Civil Service Staff (Audited)***

In 2021-22 the Victims and Survivors Service Limited had one senior civil service (or equivalent) staff member (the Chief Executive Officer).

## Remuneration Report for the year ended 31 March 2022

### **Staff Composition – breakdown of employees by gender (Audited)**

Table 12 below illustrates the breakdown of employed staff by gender and grade.

**Table 12: Breakdown of Victims and Survivors Service Limited Board and staff by gender and grade as at 31 March 2022**

Board		Grade 5		Grade 7		DP		SO		EO1, EO2 and AO	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
2	3	0	1	2	2	2	5	0	6	6	8

Overall breakdown: 32 Staff - 22 female and 10 male; Board – 3 female and 2 male.

At 31 March 2022, the Victims and Survivors Service Limited had 32 employees in post (30.37 full time equivalent). An additional 13 agency staff were in place on 31 March 2022, filling key vacancies within the organisational structure. The average permanent staff number was 35.02 during this period as outlined in the Note 2 staff numbers and related costs on page 105.

### **Off-Payroll Engagements**

The Victims and Survivors Service Limited had no ‘off-payroll’ engagement costs in 2021-22.

### **Expenditure on External Consultancy**

The Victims and Survivors Service Limited spent £0 on external consultancy in 2021-22.

### **Absence Data**

Table 13 below shows the sickness absence results for the Victims and Survivors Service Limited for the year ended 31 March 2022.

**Table 13: Sickness Absence**

	Working days lost 2021/22	Average days lost per FTE member of staff
<b>Including long-term absence</b>	442.78	12.64
<b>Excluding long-term absence</b>	130.78	3.73

\* Based on an average FTE of 35.02 permanent employees over the full year.

By comparison there were 187.49 days absence (including long term absence) in 2020-21, an average of 5.42 working days lost per member of staff during that period.

Excluding long term absence, there were 68.49 days of absence in 2020-21, an average of 1.98 working days lost per member of staff during that period. Whilst the figures for 2021-22 have shown an increase from the previous year it is worth noting that as a small organisation, any long term sickness absences has a disproportionate impact upon these metrics. There was no long term sickness absence ongoing as at 31 March 2022.

### ***Employee Policies***

The Victims and Survivors Service Limited is committed to the development of its staff and to policies that enable them to contribute to the performance and long-term effectiveness of the organisation.

In particular the Victims and Survivors Service Limited:

- Follows the Northern Ireland Civil Service policy that all eligible persons have equal opportunity for employment and advancement on the basis of their ability, qualification and aptitude for work;
- Gives equality of opportunity when considering applications from disabled persons, in compliance with all existing legislation in regard to disabled employees;
- Recognises the benefit of keeping employees informed of the progress of the business and of involving them in the company's performance through regular Staff Planning days and briefings; and
- Regularly provides employees, through meetings and notices, with information regarding the external factors affecting the performance of the company and other matters of concern to them.

## Remuneration Report for the year ended 31 March 2022

Specific staff policies which are in place include:

- **Disabled Persons:** The Victims and Survivors Service Limited Equal Opportunities policy applies to the employment of people with a disability. The Victims and Survivors Service Limited is committed to ensuring that its policies and practices comply with the requirements of the Disability Discrimination Act 1995.
- **Equal Opportunities:** As an equal opportunity employer the Victims and Survivors Service Limited is fully committed to the elimination of all forms of discrimination, harassment and victimisation. It has an obligation under fair employment legislation to ensure that it carries out its various functions having due regard to the need to promote equality of opportunity.
- **Employee Involvement:** The Victims and Survivors Service Limited places considerable reliance on engagement and involvement of its employees. It makes every effort to ensure that staff are kept informed of plans and developments through a formal team briefing process, staff briefings, circulars and involvement in the design and implementation of corporate and business plans.
- **Learning and Development:** During 2021-22 the Victims and Survivors Service Limited continued to provide significant learning and development opportunities to staff throughout the organisation. This process is structured through the completion of personal development plans within the performance appraisal system.
- **Health and Safety:** The Victims and Survivors Service Limited is committed to applying all existing health and safety at work legislation and regulations to ensure that staff and visitors enjoy the benefits of a safe environment.
- **Staff Health and Wellbeing Programme:** During 2021-22 the programme continued to be offered to enhance staff health and wellbeing. Linked to the Take 5 methodology, the programme seeks to provide opportunity for staff to engage in activities which will benefit their health and wellbeing. The programme also includes a series of actions to enhance the working environment for staff.

### **Staff Turnover**

Staff Turnover percentage for the year was 30.38% (2020-21 13.72%).



**2.3 Assembly Accountability Report for the year ended 31 March 2022**

**Fees and Charges (Audited)**

The Victims and Survivors Service Limited incurred no fees or charges during 2021-22.

**Remote Contingent Liabilities (Audited)**

There are no remote contingent liabilities.

**Losses and Special Payments (Audited)**

The Victims and Survivors Service Limited did not make any requests (to The Executive Office) for write-offs / special payments during 2021-22. One write-off request was made to TEO after the year end (August 2022).

A small number of other low value payment recoveries remain open in respect of cases relating to individuals. Recovery is progressing via offset against annual payments in the majority of these cases.

**Gifts and Hospitality**

The Victims and Survivors Service Limited did not receive any gifts or hospitality during 2021-22.



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**Oliver Wilkinson**  
Chairman



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**Andrew Walker**  
Interim Chief Executive and  
Accounting Officer

**Date: 27 January 2023**

**The Certificate of the Comptroller and Auditor General to the members of the Victims and Survivors Service Limited**

**VICTIMS AND SURVIVORS SERVICE LIMITED**

**THE CERTIFICATE AND REPORT OF THE COMPTROLLER AND AUDITOR GENERAL TO THE NORTHERN IRELAND ASSEMBLY**

**Opinion on financial statements**

I certify that I have audited the financial statements of the Victims and Survivors Service Limited for the year ended 31 March 2022 under the Companies (Public Sector Audit) Order (Northern Ireland) 2013. The financial statements comprise: the Statements of Comprehensive Net Expenditure, Financial Position, Cash Flows and Changes in Taxpayers' Equity; and the related notes, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and International Financial Reporting.

I have also audited the information in the Accountability Report that is described in that report as having been audited.

In my opinion the financial statements:

- give a true and fair view of the state of the Victims and Survivors Service Limited's affairs as at 31 March 2022 and of the net expenditure for the year then ended;
- have been properly prepared in accordance with UK adopted international accounting standards; and
- have been prepared in accordance with the Companies Act 2006.

**Opinion on regularity**

In my opinion, in all material respects the expenditure and income recorded in the financial statements have been applied to the purposes intended by the Assembly and the financial transactions recorded in the financial statements conform to the authorities which govern them.

**Basis for opinions**

I conducted my audit in accordance with International Standards on Auditing (ISAs)(UK), applicable law and Practice Note 10 'Audit of Financial Statements and Regularity of Public Sector Bodies in the United Kingdom'. My responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of this certificate. My staff and I are independent of Victims and Survivors Service Limited in accordance with the ethical requirements that are relevant to my audit of the financial statements in the UK, including the Financial Reporting Council's Ethical Standard, and have fulfilled our other ethical responsibilities in accordance with these requirements.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my opinions.

## **The Certificate of the Comptroller and Auditor General to the members of the Victims and Survivors Service Limited**

### **Conclusions relating to going concern**

In auditing the financial statements, I have concluded that Victims and Survivors Service Limited's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the Victims and Survivors Service Limited work I have performed, I have not disclosed in the financial statements any identified any material uncertainties that relating to events or conditions that, individually or collectively, may cast significant doubt about on the Victims and Survivors Service Limited's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

The going concern basis of accounting for Victims and Survivors Service Limited is adopted in consideration of the requirements set out in the Government Reporting Manual, which require entities to adopt the going concern basis of accounting in the preparation of the financial statements where it anticipated that the services which they provide will continue into the future.

My responsibilities and the responsibilities of the directors and Interim Accounting Officer with respect to going concern are described in the relevant sections of this report.

### **Other Information**

The other information comprises the information included in the annual report other than the financial statements, the parts of the Accountability Report described in that report as having been audited and my audit certificate and report. The directors and Interim Accounting Officer are responsible for the other information included in the annual report. My opinion on the financial statements does not cover the other information and except to the extent otherwise explicitly stated in my report, I do not express any form of assurance conclusion thereon.

My responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit or otherwise appears to be materially misstated. If I identify such material inconsistencies or apparent material misstatements, I am required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

I have nothing to report in this regard.

### **Opinion on other matters**

In my opinion:

- the parts of the Accountability Report to be audited have been properly prepared in accordance with the Government Financial Reporting Manual; and

## **The Certificate of the Comptroller and Auditor General to the members of the Victims and Survivors Service Limited**

- the information given in the Performance Report and Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements
- the Performance Report and Directors' Report have been prepared in accordance with applicable legal requirements.

### **Matters on which I report by exception**

In the light of the knowledge and understanding of the Victims and Survivors Service Limited and its environment obtained in the course of the audit, I have not identified material misstatements in the Performance Report and Director's Report. I have nothing to report in respect of the following matters which I report to you if, in my opinion:

- adequate accounting records have not been kept; or
- the financial statements and the parts of the Accountability Report to be audited are not in agreement with the accounting records; or
- certain disclosures of remuneration specified by law are not made; or
- I have not received all of the information and explanations I require for my audit; or
- the Governance Statement does not reflect compliance with the Department of Finance's guidance.

### **Responsibilities of the directors and Accounting Officer for the financial statements**

As explained more fully in the Statement of Directors' and Interim Accounting Officer Responsibilities, the directors and the Accounting Officer are responsible for:

- the preparation of the financial statements and for being satisfied that they give a true and fair view.
- such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.
- assessing the Victims and Survivors Service Limited's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the interim Accounting Officer anticipates that the services provided by Victims and Survivors Service Limited will not continue to be provided in the future.

### **Auditor's responsibilities for the audit of the financial statements**

My responsibility is to audit, certify and report on the financial statements in accordance with the Companies (Public Sector Audit) Order (Northern Ireland) 2013.

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error and to issue a certificate that includes my opinion. Reasonable assurance is a high level of assurance,

## **The Certificate of the Comptroller and Auditor General to the members of the Victims and Survivors Service Limited**

but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

I design procedures in line with my responsibilities, outlined above, to detect material misstatements in respect of non-compliance with laws and regulation, including fraud.

My procedures included:

- obtaining an understanding of the legal and regulatory framework applicable to the Victims and Survivors Service Limited through discussion with management and application of extensive public sector accountability knowledge. The key laws and regulations I considered included governing legislation and any other relevant laws and regulations identified;
- making enquires of management and those charged with governance on the Victims and Survivors Service Limited's compliance with laws and regulations;
- making enquiries of internal audit, management and those charged with governance as to susceptibility to irregularity and fraud, their assessment of the risk of material misstatement due to fraud and irregularity, and their knowledge of actual, suspected and alleged fraud and irregularity;
- completing risk assessment procedures to assess the susceptibility of the Victims and Survivors Service Limited's financial statements to material misstatement, including how fraud might occur. This included, but was not limited to, an engagement director led engagement team discussion on fraud to identify particular areas, transaction streams and business practices that may be susceptible to material misstatement due to fraud. As part of this discussion, I identified potential for fraud in the following areas: posting of unusual journals and grant funding;
- engagement director oversight to ensure the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with the applicable legal and regulatory framework throughout the audit;
- documenting and evaluating the design and implementation of internal controls in place to mitigate risk of material misstatement due to fraud and non-compliance with laws and regulations;
- designing audit procedures to address specific laws and regulations which the engagement team considered to have a direct material effect on the financial statements in terms of misstatement and irregularity, including fraud. These audit procedures included, but were not limited to, reading board and committee minutes, and agreeing financial statement disclosures to underlying supporting documentation and approvals as appropriate;
- addressing the risk of fraud as a result of management override of controls by:

## **The Certificate of the Comptroller and Auditor General to the members of the Victims and Survivors Service Limited**

- performing analytical procedures to identify unusual or unexpected relationships or movements;
- testing journal entries to identify potential anomalies, and inappropriate or unauthorised adjustments;
- assessing whether judgements and other assumptions made in determining accounting estimates were indicative of potential bias; and
- investigating significant or unusual transactions made outside of the normal course of business; and

A further description of my responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of my certificate.

In addition, I am required to obtain evidence sufficient to give reasonable assurance that the expenditure and income recorded in the financial statements have been applied to the purposes intended by the Assembly and the financial transactions recorded in the financial statements conform to the authorities which govern them.

### **Report**

I have no observations to make on these financial statements.



*Dorinnia Carville*  
*Comptroller and Auditor General*  
*Northern Ireland Audit Office*  
*106 University Street*  
*BELFAST*  
*BT7 1EU*

*2<sup>nd</sup> February 2023*

## Financial Statements

### Statement of Comprehensive Net Expenditure

## Financial Statements

### 3.1 Statement of Comprehensive Net Expenditure

For the year ended 31 March 2022

	Note	Year ended 31-Mar-22 £	Year ended 31-Mar-21 £
<b>Income</b>			
Grant from EU	4	2,817,489	2,235,427
HIA	4	-	145,055
MBMLW	4	40,931	-
		<b>2,858,420</b>	<b>2,380,482</b>
<b>Expenditure</b>			
Staff Costs	2	2,148,981	1,917,225
Programme Costs	3.1	15,616,355	13,307,510
Operating Costs	3.3	619,312	558,348
Depreciation	3.3	32,153	82,016
Provision provided for in period	3.3	-	-
		<b>18,416,801</b>	<b>15,865,099</b>
<b>Net Operating Expenditure for the year ended 31 March 2021</b>		<b>(15,558,381)</b>	<b>(13,484,617)</b>
<b>Total Comprehensive Net Expenditure</b>		<b>(15,558,381)</b>	<b>(13,484,617)</b>
<b>Amount Transferred to General Fund</b>		<b>(15,558,381)</b>	<b>(13,484,617)</b>

Notes 1 to 22 on pages 100 - 116 form part of these financial statements.

## Financial Statements

### 3.2 Statement of Financial Position

As at 31 March 2022

	Note	Year ended 31-Mar-22 £	Year ended 31-Mar-21 £
<b>Non-Current Assets</b>			
Property, Plant and Equipment	5	31,733	15,508
Intangible Assets	6	28,381	45,268
<b>Total Non-Current Assets</b>		<b>60,114</b>	<b>60,776</b>
<b>Current Assets</b>			
Trade and Other Receivable	10	3,264,475	1,920,636
Cash and Cash Equivalents	11	1,050,530	1,392,653
<b>Total Current Assets</b>		<b>4,315,005</b>	<b>3,313,289</b>
<b>Total Assets</b>		<b>4,375,119</b>	<b>3,374,065</b>
<b>Current Liabilities</b>			
Trade and Other Payables	12	3,978,151	1,018,716
<b>Total Current Liabilities</b>		<b>3,978,151</b>	<b>1,018,716</b>
<b>Total Assets less Current Liabilities</b>		<b>396,968</b>	<b>2,355,349</b>
<b>Non-Current Liabilities</b>			
Other Payables	12	-	2,222,000
Provision for Liabilities and Charges	13	12,900	12,900
<b>total Non-Current Liabilities</b>		<b>12,900</b>	<b>2,234,900</b>
<b>Total assets less total liabilities</b>		<b>384,068</b>	<b>120,449</b>
<b>Taxpayers Equity</b>			
General fund		<b>384,068</b>	<b>120,449</b>

Notes 1 to 22 on pages 100 - 116 form part of these financial statements



## Financial Statements

In the view of the Board of the Victims and Survivors Service Limited an exemption from the audit requirements of Part 16 of the Companies Act 2006 is available under section 482 of that Act, since the company is a non-profit making company and is subject to audit by the Comptroller and Auditor General for Northern Ireland which is performed under Companies (Public Sector Audit) Order (Northern Ireland) 2013. The Victims and Survivors Service Limited therefore claims this exemption.

The Victims and Survivors Service Limited Board and the Accounting Officer acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and preparation of accounts.

The financial statements were reviewed by the Accounting Officer on 27 January 2023.



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**Andrew Walker**  
**Interim Chief Executive and Accounting Officer**

**Date:** 27 January 2023

The financial statements were approved by the Board on 27 January 2023 and were signed on its behalf by:



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**Oliver Wilkinson**  
**Chairman**

**Date:** 27 January 2023

## Financial Statements

### 3.3 Statement of Cash Flows

For the year ended 31 March 2022

	Note	Year ended 31-Mar-22 £	Year ended 31-Mar-21 £
<b>Cash flows from operating activities</b>			
(Deficit) / Surplus for the period		(15,558,381)	(13,484,617)
<b>Adjustments for non-cash transactions</b>			
Depreciation	3.3	4,362	4,008
Amortisation	3.3	27,791	78,008
Provision written back	3.3	-	-
(Increase) / Decrease in trade receivables and other current assets	10	(1,343,839)	24,036
Increase / (Decrease) in trade payables and other current liabilities	12	737,435	400,348
Provision utilised	13	-	-
<b>Net cash outflow from operating activities</b>		<u><b>(16,132,632)</b></u>	<u><b>(12,978,217)</b></u>
<b>Cash flows from investing activities</b>			
Purchase of property, plant and equipment	5	(20,587)	-
Purchase of intangible assets	6	(10,904)	(6,415)
<b>Net cash outflow from investing activities</b>		<u><b>(31,491)</b></u>	<u><b>(6,415)</b></u>
<b>Cash flows from financing activities</b>			
Grant in Aid from Sponsor Department		15,822,000	13,076,000
<b>(Decrease) / Increase in cash and cash equivalents in the period</b>		<u><b>(342,123)</b></u>	<u><b>91,368</b></u>
Cash and cash equivalents at the beginning of the period	11	<u>1,392,653</u>	<u>1,301,285</u>
Cash and cash equivalents at the end of the period		<u><b>1,050,530</b></u>	<u><b>1,392,653</b></u>

Notes 1 to 22 on pages 100 - 116 form part of these financial statements

## Financial Statements

### 3.4 Statement of Changes in Taxpayers' Equity

For the year ended 31 March 2022

	<b>General Fund £</b>	<b>Taxpayers' Equity £</b>
<b>Balance at 31 March 2020</b>	<b>529,066</b>	<b>529,066</b>
<b>Changes in Taxpayers' Equity for 2020-21</b>		
Total Comprehensive Net Expenditure for the Year	(13,484,617)	(13,484,617)
Grant in Aid from Sponsor Department	13,076,000	13,076,000
<b>Balance at 31 March 2021</b>	<b>120,449</b>	<b>120,449</b>
<b>Changes in Taxpayers' Equity for 2021-22</b>		
Total Comprehensive Net Expenditure for the Year	(15,558,381)	(15,558,381)
Grant in Aid from Sponsor Department	15,822,000	15,822,000
<b>Balance at 31 March 2022</b>	<b>384,068</b>	<b>384,068</b>

Notes 1 to 22 on pages 100 - 116 form part of these financial statements.

## Notes to the Financial Statements

### Notes to the Financial Statements

#### 1. Statement of Accounting Policies

These financial statements have been prepared in accordance with the accounting and disclosure requirements of Companies Act 2006, the 2021-22 Government Financial Reporting Manual (FreM) and the Accounts Direction issued by The Executive Office. Where FreM permits a choice of accounting policy, the accounting policy which is judged to be most appropriate to the particular circumstances of the Victims and Survivors Service Limited for the purpose of giving a true and fair view has been selected. The particular policies adopted by the Victims and Survivors Service Limited are described below. These have been applied consistently in dealing with items that are considered material to the accounts.

##### 2. 1.1 Accounting Convention

These accounts have been prepared in accordance with the historical cost convention. The Directors do not consider the current costs of any of the transactions or closing balances to be materially different from the historical cost.

Modifications to account for the revaluation of property, plant and equipment, intangible assets and inventories are not considered to be material.

##### 1.2 Basis of Accounting

Income and expenditure are treated on the accruals basis of accounting. Without limiting the information given, the accounts meet the accounting and disclosure requirements of the Companies Act 2006 and Accounting Standards issued or adopted by the Accounting Standards Board and accounting and disclosure requirements issued by the Department of Finance.

##### 1.3 Income and Financing

Income comprises grants receivable from the Special EU Programmes Body in respect of funding for the PEACE IV Programme, and from The Executive Office in respect of funding for interim services in respect of Mother and Babies, Magdalene Laundries and Workhouses victims and survivors. The latter is an interim measure only with funding for the service to be transacted through Grant in Aid going forward rather than on a reimbursement basis, and hence will not be recognised as income in future reporting periods.

FreM requires Arms-Length Bodies to regard Grant in Aid received as contributions from controlling parties giving rise to a financial interest in the residual interest of the body and

## Notes to the Financial Statements

hence accounted for as financing. Grant in Aid from the Sponsor Department (The Executive Office) is credited to the General Reserve in line with the FrEM requirement.

### 1.4 Tangible Fixed Assets and Depreciation

Tangible fixed assets are capitalised if they are capable of being used for a period which exceeds one year and they:

- Individually have a cost of at least £1,000; or
- Satisfy the criteria of a grouped asset, i.e. collectively they have a cost of at least £1,000, are functionally interdependent, have broadly simultaneous purchase dates and are anticipated to have simultaneous disposal dates.

Tangible fixed assets are stated at historical cost and are not re-valued under IAS 16 because of the immateriality of the balances involved.

Tangible fixed assets are depreciated at rates calculated to write them down to estimated residual value on a straight-line basis over their estimated useful lives as:

- Furniture and Fittings            10 years
- IT Equipment                        4 years

A full month's depreciation is charged in the month of acquisition and in the month of disposal.

### 1.5 Foreign Currency

The accounts are maintained and reported in Sterling. There are no foreign currency transactions in the Victims and Survivors Service Limited.

### 1.6 Intangible Assets

Intangible non-current assets are capitalised when they are capable of being used in the Victims and Survivors Service Limited activities for more than one year, they can be valued and they have a cost of at least £1,000 (either individually or as a grouped asset).

Intangible assets are amortised at rates calculated to write them down to estimated residual value on a straight-line basis over their estimated useful lives as:

- HR system software            4 years
- Website Development        4 years
- IT Software/Licences         4 years

## **Notes to the Financial Statements**

Purchased computer software licences will be capitalised as an intangible non-current asset where expenditure of at least £1,000 is incurred (either individually or as a grouped asset). They will be amortised over the shorter of the term of the licence and their useful economic life, typically 4 years.

### **1.7 Impairment**

Non-current assets held for operational use will be valued at historical cost and are amortised over the estimated life of the asset on a straight-line basis. Where there is an indication that the carrying value of items of property, plant and equipment or intangibles may have been impaired through events or changes in circumstances, a review will be undertaken of the recoverable amount of that asset.

### **1.8 Taxation**

The Victims and Survivors Service Limited is a registered company limited by guarantee and is engaged in non-profit making activities in accordance with the Memorandum of Understanding with The Executive Office and the memorandum and articles of association and accordingly its activities are not liable to Income and Corporation Taxes.

All of the Victims and Survivors Service Limited's incoming resources are through grant in aid and grant funding which is outside the scope of taxation. Accordingly the Victims and Survivors Service Limited is not VAT registered and amounts in these accounts are inclusive of Value Added Tax where charged.

### **1.9 Pension Arrangements**

The Victims and Survivors Service Limited participates in a pension scheme administered by the Northern Ireland Civil Service. The Principal Civil Service Pension Scheme (Northern Ireland) (PCSPS [NI]) is for all permanent and fixed term members of staff. The defined benefit schemes are unfunded.

The company makes pension contributions at 28.7% to 34.2% of pensionable pay based on salary bands to the approved pension scheme. The cost of contributions for providing pensions for employees is charged to the statement of comprehensive net expenditure account as they are earned, in accordance with IAS 19 *Employee Benefits*. Seconded staff members remain members of their respective pension schemes.

### **1.10 Provisions**

The Victims and Survivors Service Limited makes provisions for liabilities and charges where, at the date of the Statement of Financial Position, a legal or constructive liability exists (i.e., a present obligation from past events exists), where the transfer of economic benefits is probable and a reasonable estimate can be made. Where the time value of

## **Notes to the Financial Statements**

money is material, Victims and Survivors Service Limited discounts the provision to its present value using a standard Government discount rate.

### **1.11 Grants Payable**

Grants are treated as paid if they have been authorised for payment by officers at the appropriate level. Grants payable include amounts paid in the period and amounts accrued and still to be paid at the Statement of Financial Position date.

### **1.12 Employee Benefits**

Under the requirements of IAS 19: *Employee Benefits*, staff costs must be recorded as an expense as soon as the organisation is obliged to pay them. This includes the cost of any untaken leave at the year end. This cost has been calculated using the untaken leave per staff member and applying this to their annual salary to calculate the leave balance as at 31 March 2022.

### **1.13 Resources Expended**

Support costs include all expenditure directly relating to the objectives of the company. Administration and Management costs comprise the costs involved in complying with constitutional and statutory requirements.

Costs incurred for meetings, seminars and other specific expenditure relating to the individual programmes are classified as Programme Costs.

### **1.14 Operating Leases**

Rentals payable under operating leases are charged on a straight line basis in the period in which they arise.

### **1.15 Funds**

All income received by the company must be used for specific purposes which are within the overall aims of the company.

### **1.16 Segmental Reporting**

The principal aim of Victims and Survivors Service Limited has previously involved provision of services solely to victims and survivors as defined in the Victims and Survivors (Northern Ireland) Order 2006. In the 2020-21 year Victims and Survivors Service Limited launched a new service, with provision of services extended to victims and survivors of Historical Institutional Abuse and similarly have provided interim services to victims and survivors of Mother and Baby, Magdalene Laundries and Workhouses in

## Notes to the Financial Statements

2021-22. The Victims and Survivors Service is therefore considered to now have three operating segments. In preparing the accounts Victims and Survivors Service considered the implications of IFRS8 and concluded that the thresholds for segmental reporting had not been met. Expenditure and income for all services have been clearly distinguished throughout, and Victims and Survivors Service recognise the need to assess the applicability of IFRS8 in future accounting periods.

### 1.17 Changes in Accounting Policy and Disclosure

None in year.

### 1.18 Changes in Accounting standards, interpretations and amendments to published standards not yet effective

The Victims and Survivors Service Limited has reviewed additional or revised accounting standards and new (or amendments to) interpretations contained within FreM

Management have reviewed new accounting standards that have been issued but are not yet effective, nor adopted early for these accounts. Management consider that only IFRS 16 Leases<sup>2</sup> (with a revised FreM application in 2022-23) will impact the Accounts. It is the expectation of The Victims and Survivors Service Limited that the adoption of IFRS 16 will result in an increase in reported assets (in the form of right of use assets) and reported liabilities (representing the obligation to make future lease payments). Engagement with The Executive Office to ensure that adequate depreciation budget is made available has taken place as IFRS 16 dictates that the SOCNE will now be impacted by additional depreciation as opposed to operational expenditure as it currently is transacted.

### 1.19 Contingent Liabilities

Contingent liabilities are not recognised in the accounting statements; they are disclosed by way of a note if:

- There is a possible obligation arising from past events, the existence of which will be confirmed only by the occurrence of one of more uncertain events not wholly within the Victims and Survivors Service Limited's control; or
- A present obligation arises from past events but is not recognised because it is not probable that a transfer of economic benefits will be required to settle the obligation or because the amount of the obligation cannot be measured with sufficient reliability.

For each class of contingent liability, the nature of the contingency, a brief description, an estimate of its financial effect, an indication of the uncertainties relating to the amount or

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<sup>2</sup> IFRS 16 replaces IAS 17 Leases and related interpretations



## Notes to the Financial Statements

timing of any outflow and the possibility of any reimbursement has, if applicable, been disclosed. If there is a present obligation and the transfer of economic benefit in respect of a contingent liability has become probable and a reliable estimate is available, a provision will be recognised in the financial statements.

### 1.20 Going Concern

The Financial Statements have been prepared on the assumption that Victims and Survivors Service Limited is a going concern and will continue in operation for the foreseeable future.

## 2. Staff Numbers and Related costs (Audited)

Staff costs comprise:

Staff costs	Permanently Employed Staff	Others (Agency & Seconded)	Year ended 31-Mar-22 Total	Year ended 31-Mar-21 Total
Wages and salaries	1,318,028	457,614	1,775,642	1,503,698
Social security costs	133,928	-	133,928	131,354
Pension costs	391,946	-	391,946	385,414
Board costs	16,025	-	16,025	25,028
<b>Total Net Costs</b>	<b>1,859,927</b>	<b>457,614</b>	<b>2,317,541</b>	<b>2,045,494</b>
Less: Recoveries in respect to outward secondments	168,560	-	168,560	128,269
<b>Total Net Costs</b>	<b>1,691,367</b>	<b>457,614</b>	<b>2,148,981</b>	<b>1,917,225</b>
Funded through Core Funds	1,199,306	315,834	1,515,140	1,363,259
Funded through HIA Funds	116,798	21,593	138,391	38,842
Funded through M&B Funds	10,426	4,426	14,852	-
Funded through PEACE IV Funds	364,837	115,761	480,598	515,124
<b>Total Net Costs</b>	<b>1,691,367</b>	<b>457,614</b>	<b>2,148,981</b>	<b>1,917,225</b>

\* Of the total, £nil has been charged to capital.

### Pension

The Northern Ireland Civil Service main pension schemes are unfunded multi-employer defined benefit schemes but The Victims and Survivors Service is unable to identify its share of the underlying assets and liabilities.

## Notes to the Financial Statements

The Public Service Pensions Act (NI) 2014 provides the legal framework for regular actuarial valuations of the public service pension schemes to measure the costs of the benefits being provided. These valuations inform the future contribution rates to be paid into the schemes by employers every four years following the scheme valuation. The Act also provides for the establishment of an employer cost cap mechanism to ensure that the costs of the pension schemes remain sustainable in future.

The Government Actuary's Department (GAD) is responsible for carrying out scheme valuations. The Actuary reviews employer contributions every four years following the scheme valuation. The 2016 scheme valuation was completed by GAD in March 2019. The outcome of this valuation was used to set the level of contributions for employers from 1 April 2019 to 31 March 2023.

The 2016 Scheme Valuation requires adjustment as a result of the 'McCloud remedy'. The Department of Finance also commissioned a consultation in relation to the Cost Cap element of Scheme Valuations which closed on 25 June 2021. The Cost Cap Mechanism (CCM) is a measure of scheme costs and determines whether member costs or scheme benefits require adjustment to maintain costs within a set corridor. By taking into account the increased value of public service pensions, as a result of the 'McCloud remedy', scheme cost control valuation outcomes will show greater costs than otherwise would have been expected. Following completion of the consultation process the 2016 Valuation has been completed and the final cost cap determined. Further information can be found on the Department of Finance website <https://www.finance-ni.gov.uk/articles/northern-ireland-civil-service-pension-scheme-valuations>.

A case for approval of a Legislative Consent Motion (LCM) was laid in the Assembly to extend the Public Service Pensions and Judicial Offices Bill (PSP&JO) to Northern Ireland. Under the LCM agreed by the NI Assembly on 1 November 2021 provisions are included in the Act for devolved schemes in NI. A second LCM was laid in the Assembly to implement the CCM changes in the Westminster Bill for devolved schemes. The second LCM, as agreed by the Assembly on 31 January 2022, ensured the reformed only scheme design and the economic check will now be applied to the 2020 scheme valuations for the devolved public sector pension schemes, including the NICS pension scheme. The PSP&JO Act received Royal Assent on 10 March 2022. The UK Act legislates how the government will remove the discrimination identified in the McCloud judgment. The Act also includes provisions that employees will not experience any detriment if the adjusted valuation costs breach the set cost cap ceiling but any breaches of the cost cap floor (positive employee impacts) in the completed valuations will be honoured.

For 2021-22, employers' contributions of £391,946 were payable to the NICS pension arrangements (2020- 21 £385,414) at one of three rates in the range 28.7% to 34.2% of pensionable pay, based on salary bands.

## Notes to the Financial Statements

Employees can opt to open a partnership pension account, a stakeholder pension with an employer contribution. Employers' contributions of £3,708.24 (2020-21 £3,633.14) were paid to one or more of the panel of two appointed stakeholder pension providers. Employer contributions are age-related and range from 8% to 14.75% (2020-21, 8% to 14.75%) of pensionable pay.

The partnership pension account offers the member the opportunity of having a 'free' pension. The employer will pay the age-related contribution and if the member does contribute, the employer will pay an additional amount to match member contributions up to 3% of pensionable earnings.

Employer contributions of £161.28, 0.5% (2020-21 £165.19, 0.5%) of pensionable pay, were payable to the NICS Pension schemes to cover the cost of the future provision of lump sum benefits on death in service and ill health retirement of these employees. Contributions due to the partnership pension providers at the reporting period date were £nil. Contributions prepaid at that date were £nil.

Nil persons (2020-21: 0 persons) retired early on ill-health grounds.

### Average Number of Persons Employed (Audited)

The average number of full time equivalent persons employed was as follows:

	<b>Permanently Employed Staff</b>	<b>Others (Agency and Seconded)</b>	<b>Year ended 31 March 22 Total</b>	<b>Year ended 31 March 2021 Total</b>
<b>Administrators</b>	23.24	6.33	29.57	26.81
<b>Management</b>	7.95	0.27	8.22	7.86
<b>Senior Management</b>	3.83	0.42	4.25	3.67
<b>Total</b>	<b>35.02</b>	<b>7.02</b>	<b>42.04</b>	<b>38.34</b>

## Notes to the Financial Statements

### 3 Expenditure

#### 3.1 Programme Expenditure

	Note	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-21
		Core Funding	PIV Funding	HIA Funding	MBMLWH Funding	Total	Total
Grants	3.2	12,463,833	2,181,662	719,226	19,538	15,384,259	13,190,292
Provision of Client Support Services		40,142	9,911	22,037	2,976	75,066	58,023
Workforce Training Plan		-	135,237	-	-	135,237	42,983
Monitoring and Evaluation		17,091	-	-	-	17,091	15,912
Seminars and events		3,362	1,340	-	-	4,702	300
Increase in Bad Debt Provision		-	-	-	-	-	-
<b>Total</b>		<b>12,524,428</b>	<b>2,328,150</b>	<b>741,263</b>	<b>22,514</b>	<b>15,616,355</b>	<b>13,307,510</b>

#### 3.2 Grants to Funded Organisations and Individuals

	Note	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-21
		Core Funding	PIV Funding	HIA Funding	MBMLWH Funding	Total	Total
Victims Support Programme Grants to Groups		7,338,028	2,012,099	548,202	-	9,898,329	8,410,926
Grants to Individuals		5,125,805	169,563	171,024	19,538	5,485,930	4,779,366
<b>Total</b>		<b>12,463,833</b>	<b>2,181,662</b>	<b>719,226</b>	<b>19,538</b>	<b>15,384,259</b>	<b>13,190,292</b>

## Notes to the Financial Statements

### 3.3 Operating Costs

	Note	Year ended 31-Mar-22 Core Funding	Year ended 31-Mar-22 PIV Funding	Year ended 31-Mar-22 HIA Funding	Year ended 31-Mar-22 MBMLWH Funding	Year ended 31-Mar-22 Total	Year ended 31-Mar-21 Total
Rents & Service Charges		109,336	-	14,509	1,658	125,503	161,987
Rates		32,265	-	5,071	506	37,842	36,611
IT Services		146,989	-	-	-	146,989	134,441
Telephones		8,562	-	261	-	8,823	12,679
Communications		41,378	-	2,007	-	43,385	35,982
Recruitment		15,294	7,835	-	-	23,129	27,021
Heat, Light & Power		3,651	-	250	13	3,914	1,368
Office Expenses		15,186	-	-	251	15,437	19,042
NIAO Audit*		46,304	-	-	-	46,304	35,825
Premises Expenses		16,038	-	2,514	-	18,552	10,867
Professional Fees		68,517	-	13,224	1,116	82,857	43,329
Staff Training		45,808	-	2,000	-	47,808	18,376
Travel & Expenses		2,211	908	419	22	3,560	7,005
Postage & Carriage		8,725	-	-	-	8,725	5,262
Managed Services		4,720	-	-	-	4,720	6,804
Board Expenses		1,764	-	-	-	1,764	1,749
<b>Total Operating Costs</b>		<b>566,748</b>	<b>8,743</b>	<b>40,255</b>	<b>3,566</b>	<b>619,312</b>	<b>558,348</b>
<b>Non-Cash Items</b>							
Depreciation	5	4,362	-	-	-	4,362	4,008
Amortisation	6	26,085	-	1,706	-	27,791	78,008
Provision provided for in period	13	-	-	-	-	-	-
<b>Total Non-Cash Items</b>		<b>30,447</b>	<b>-</b>	<b>1,706</b>	<b>-</b>	<b>32,153</b>	<b>82,016</b>
<b>Overall Total</b>		<b>597,195</b>	<b>8,743</b>	<b>41,961</b>	<b>3,566</b>	<b>651,465</b>	<b>640,364</b>

\*Contains £10,000 of 2020/21 audit fee

## Notes to the Financial Statements

### 4. Income

	Year ended 31-Mar-22	Year ended 31-Mar-21
Grant from EU	2,817,489	2,235,427
HIA	-	145,055
MBMLW	40,931	-
	<u>2,858,420</u>	<u>2,380,482</u>

Income is receivable as a grant from:

- The Special EU Programmes Body – Funding for the PEACE IV Programme.
- The Executive Office - Funding for the Historical Institutional Abuse service (2020-21 only).
- The Executive Office - Funding for the provision of interim services to victims and survivors of Mother and Baby Institutions, Magdalene Laundries and Workhouses (2021-22 only)

The Special EU Programme Body resource budget for the project led by The Victims and Survivors Service Limited for the period 1 November 2016 to 30 November 2022 is £14.944m.

There was no other operating income in 2021-22.

## Notes to the Financial Statements

### 5. Property, Plant and Equipment

	Fixtures & Fittings	IT Equipment	Year ended 31-Mar-22  Total
<b>Cost:</b>			
At 1 April 2021	19,394	15,681	35,075
Additions in year	4,509	16,078	20,587
Disposals	-	-	-
<b>At 31 March 2022</b>	<b>23,903</b>	<b>31,759</b>	<b>55,662</b>
<b>Accumulated Depreciation:</b>			
At 1 April 2021	10,019	9,548	19,567
Charge in year	1,897	2,465	4,362
Disposals	-	-	-
<b>At 31 March 2022</b>	<b>11,916</b>	<b>12,013</b>	<b>23,929</b>
<b>Carrying amount at 31 March 2022</b>	<b>11,987</b>	<b>19,746</b>	<b>31,733</b>
<b>Asset Financing:</b>			
Owned:	11,987	19,746	31,733
Financed Leased:	-	-	-
On-balance sheet (SOFP) PFI (and other service concession arrangements) contracts:	-	-	-
<b>Carrying amount at 31 March 2022</b>	<b>11,987</b>	<b>19,746</b>	<b>31,733</b>

	Fixtures & Fittings	IT Equipment	Year ended 31-Mar-21  Total
<b>Cost:</b>			
At 1 April 2020	19,394	15,681	35,075
Additions in year	-	-	-
Disposals	-	-	-
<b>At 31 March 2021</b>	<b>19,394</b>	<b>15,681</b>	<b>35,075</b>
<b>Accumulated Depreciation:</b>			
At 1 April 2020	8,141	7,418	15,559
Charge in year	1,878	2,130	4,008
Disposals	-	-	-
<b>At 31 March 2021</b>	<b>10,019</b>	<b>9,548</b>	<b>19,567</b>
<b>Carrying amount at 31 March 2021</b>	<b>9,375</b>	<b>6,133</b>	<b>15,508</b>
<b>Asset Financing:</b>			
Owned:	9,375	6,133	15,508
Financed Leased:	-	-	-
On-balance sheet (SOFP) PFI (and other service concession arrangements) contracts:	-	-	-
<b>Carrying amount at 31 March 2021</b>	<b>9,375</b>	<b>6,133</b>	<b>15,508</b>

## Notes to the Financial Statements

### 6. Intangible Assets

	Website Development	Website Development - HIA	MIS - License/ Software	HR System	Year End 31-Mar-22 Total
<b>Cost:</b>					
At 1 April 2021	13,140	3,900	362,745	6,000	385,785
Additions in year	3,840	-	7,064	-	10,904
Disposals	-	-	-	-	-
<b>At 31 March 2022</b>	<b>16,980</b>	<b>3,900</b>	<b>369,809</b>	<b>6,000</b>	<b>396,689</b>
<b>Amortisation</b>					
At 1 April 2021	11,128	357	327,407	1,625	340,517
Charge in year	1,850	974	23,467	1,500	27,791
Disposals	-	-	-	-	-
<b>At 31 March 2022</b>	<b>12,978</b>	<b>1,331</b>	<b>350,874</b>	<b>3,125</b>	<b>368,308</b>
<b>Carrying amount at 31 March 2022</b>	<b>4,002</b>	<b>2,569</b>	<b>18,935</b>	<b>2,875</b>	<b>28,381</b>
<b>Asset Financing:</b>					
Owned:	4,002	2,569	18,935	2,875	28,381
Financed Leased:	-	-	-	-	-
On-balance sheet (SOFP) PFI (and other service concession arrangements) contracts:	-	-	-	-	-
<b>Carrying amount at 31 March 2022</b>	<b>4,002</b>	<b>2,569</b>	<b>18,935</b>	<b>2,875</b>	<b>28,381</b>
	Website Development	Website Development - HIA	MIS - License/ Software	HR System	Year end 31-Mar-21 Total
<b>Cost:</b>					
At 1 April 2020	13,140	-	360,230	6,000	379,370
Additions in year	-	3,900	2,515	-	6,415
Disposals	-	-	-	-	-
<b>At 31 March 2021</b>	<b>13,140</b>	<b>3,900</b>	<b>362,745</b>	<b>6,000</b>	<b>385,785</b>
<b>Amortisation</b>					
At 1 April 2020	10,078	-	252,306	125	262,509
Charge in year	1,050	357	75,101	1,500	78,008
Disposals	-	-	-	-	-
<b>At 31 March 2021</b>	<b>11,128</b>	<b>357</b>	<b>327,407</b>	<b>1,625</b>	<b>340,517</b>
<b>Carrying amount at 31 March 2021</b>	<b>2,012</b>	<b>3,543</b>	<b>35,338</b>	<b>4,375</b>	<b>45,268</b>
<b>Asset Financing:</b>					
Owned:	2,012	3,543	35,338	4,375	45,268
Financed Leased:	-	-	-	-	-
On-balance sheet (SOFP) PFI (and other service concession arrangements) contracts:	-	-	-	-	-
<b>Carrying amount at 31 March 2021</b>	<b>2,012</b>	<b>3,543</b>	<b>35,338</b>	<b>4,375</b>	<b>45,268</b>



## Notes to the Financial Statements

### 7. Financial Instruments

As the cash requirements of the Victims and Survivors Service Limited are met through Grant-in-Aid provided by The Executive Office, financial instruments play a more limited role in creating and managing risk than would apply to a non-public sector body. The majority of financial instruments relate to contracts to buy non-financial items in line with the Victims and Survivors Service Limited expected purchase and usage requirements and the Non Departmental Public Body is therefore exposed to little credit, liquidity or market risk.

### 8. Impairments

There have been no impairment charges for the year.

### 9. Inventories

The Victims and Survivors Service Limited has no inventories.

### 10. Trade Receivables, Financial and Other Assets

	Year ended 31-Mar-22	Year ended 31-Mar-21
<b>Amounts falling due within one year from VSS operations</b>		
Programme receivables	338,948	305,754
Prepayments & accrued income	16,340	87,122
Income Accrued in respect of EU funds	2,747,184	1,383,739
Other Debtors	210,794	192,812
Bad debt provision	(48,791)	(48,791)
	<b>3,264,475</b>	<b>1,920,636</b>

### 11. Cash and Cash Equivalents

	Year ended 31-Mar-22	Year ended 31-Mar-21
Balance at 1 April 2021	1,392,653	1,301,285
Net change in cash and cash equivalent balances	(342,123)	91,368
Balance at 31 March 2022	<b>1,050,530</b>	<b>1,392,653</b>

The above balance comprises £776,335 within the TEO account Danske Bank Belfast in a non-interest bearing current account, £275,494 within the PEACE IV account, a debit balance of £1,355 on the credit card account and £56 in petty cash held on-site.

## Notes to the Financial Statements

### 12. Trade Payables and Other Current Liabilities

	Year ended 31-Mar-22	Year ended 31-Mar-21
<b>Amounts falling due within one year</b>		
Programme Payables	735,131	682,892
Trade Payables	73,810	39,310
Accruals and Deferred Income	363,210	296,514
Advanced Monies received from EU Funds	2,806,000	-
	<u>3,978,151</u>	<u>1,018,716</u>
<b>Amounts falling due after more than one year</b>		
Advanced Monies received from EU Funds	-	2,222,000
	<u>-</u>	<u>2,222,000</u>

### 13. Provisions for Liabilities and Charges

	The Disappeared	Year ended 31-Mar-22	Year ended 31-Mar-21
Balance at 1 April 2021	12,900	12,900	12,900
Provided for in the period	-	-	-
Utilisation in year	-	-	-
Provisions written back	-	-	-
<b>Balance at 1 April 2022</b>	<u>12,900</u>	<u>12,900</u>	<u>12,900</u>

The provision for liabilities and charges relates to Victims and Survivors Service Limited estimate for:

- ***The Disappeared Funeral Costs***

At 31 March 2022, the remains of three of the 'Disappeared' were still to be located.

The Victims and Survivors Service Limited have provided for a contribution in respect of funeral costs for these victims.

The provision is not discounted as the Victims and Survivors Service Limited do not, at this time, expect the provision to be held for more than three years.

### 14. Capital Commitments

The Victims and Survivors Service Limited had no capital commitments in the financial year (2020-21: Nil).

## Notes to the Financial Statements

### 15. Commitments under Leases

Total future minimum lease payments under operating leases are set out below for each of the following periods.

	Year ended 31-Mar-22	Year ended 31-Mar-21
<b>Buildings:</b>		
Not later than one year	93,500	93,500
Greater than one year, and less than five years	-	93,500
Greater than five years	-	-
Total	<u>93,500</u>	<u>187,000</u>
<b>Other:</b>		
Not later than one year	-	-
Greater than one year, and less than five years	-	-
Greater than five years	-	-
Total	<u>-</u>	<u>-</u>

### 16. Commitments under PFI Contracts and Other Services Concession Arrangements Contracts

The Victims and Survivors Service Limited had no commitments under PFI Contracts and Other Services Concession Arrangements Contracts in 2021-22. There similarly were no such commitments in the 2020-21 year.

### 17. Other Financial Commitments

The Victims and Survivors Service Limited had other no Financial Commitments in 2021-22. There were no such commitments in the 2020-21 year.

### 18. Contingent Liabilities

The Victims and Survivors Service Limited has no contingent liabilities in 2021-22. In 2020-21, the Victims and Survivors had been preparing for a potential tribunal initiated February 2021 but this withdrawn within the 2021-22 financial year.

### 19. Related-Party Transactions

The Victims and Survivors Service Limited is an Arm's Length Body sponsored by The Executive Office. The Executive Office is regarded as a Related Party. During the year The Victims and Survivors Service Limited had various material transactions with The Executive Office (Grant in Aid - £15,822,000, CPD Recharges - £13,715, MBMLW invoicing - £40,931 – outstanding at 31.03.22). It should be noted that CPD Recharges are invoiced through The Executive Office rather than CPD directly.

## **Notes to the Financial Statements**

During 2021-22 the Victims and Survivors Service Limited was also in receipt of PEACE IV grant funding from the Special EU Programmes Body. During the year the Victims and Survivors Service Limited had various material transactions with the Special EU Programmes Body (£2,817,489).

During the year no members of the Victims and Survivors Service Limited Board, Audit and Risk Committee, Senior Management Team nor other related parties have directly undertaken any material transactions with the Victims and Survivors Service Limited.

The Victims and Survivors Service Limited has had a small number of transactions with other government departments and other central government bodies.

Compensation for Directors and Chief Executive and Accounting Officer has been disclosed in the Remuneration Report.

### **20. Third Party Assets**

The Victims and Survivors Service Limited had no Third Party Assets in 2021-22. There similarly were no such assets in the 2020-21 year.

### **21. Guarantee**

The Executive Office, undertake to contribute to the assets of the company in the event of the same being wound up while such party is a member, or within one year after such party ceases to be a member, for payment of the debts and liabilities of the company contracted before such party ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of its contributories among themselves, such amount as may be required not exceeding one pound.

### **22. Events after the Reporting Period**

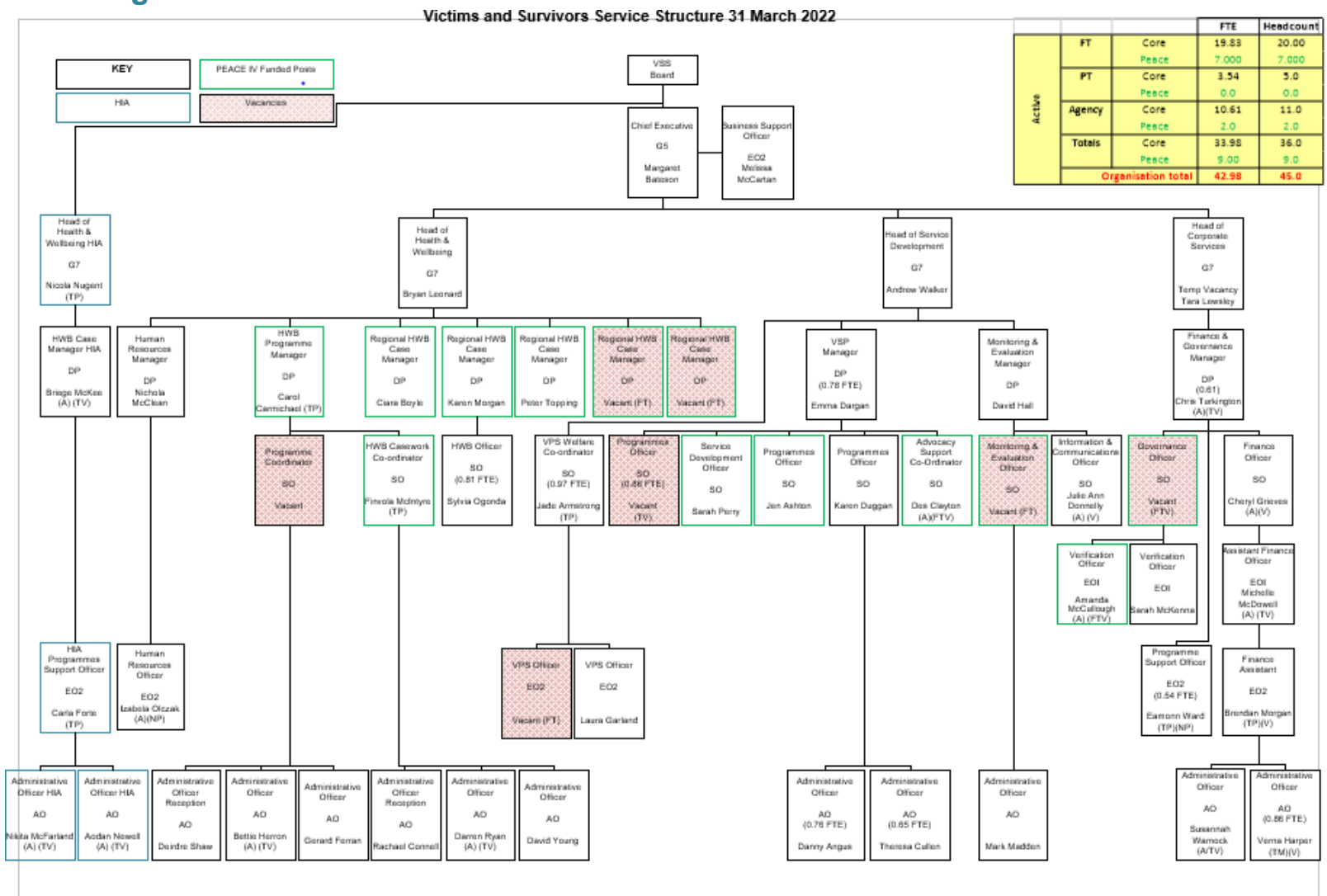
There were no events after the reporting period.

### **Date for authorisation for issue**

The Accounting Officer authorised these financial statements for issue on 27 January 2023.

# APPENDIX 1

## Appendix 1: Organisation Chart as at 31 March 2022



## APPENDIX 2

### Appendix 2: Delivery Plan Extract 2021-22

#### STRATEGIC OBJECTIVE 1 – IMPROVED HEALTH AND WELLBEING OF VICTIMS AND SURVIVORS

REF	Key Actions	Outputs	Outcomes	Performance
1	Ensure access and availability of <b>Psychological Therapies</b> to <b>2,100</b> individuals <b>delivered by VSS-funded organisations</b>	- 20 organisations deliver talking therapies that assist victims and survivors in improving their health and wellbeing.	- <b>60%</b> of individuals report positive outcomes and this improvement is across all 4 domains.	<b>Achieved</b>
2	Ensure access and availability of <b>Complementary Therapies</b> to <b>1,500</b> individuals in line with best practise and minimum standards.	- 24 organisations deliver complementary therapies that assist victims and survivors in improving their health and wellbeing.	- <b>80%</b> of individuals report an improvement in their health and wellbeing.	<b>Achieved</b>
3	Ensure access and availability of <b>Disability Aids</b> to <b>100</b> individuals physically injured as a result of the Conflict / Troubles.	- Continuous review of framework and operational guidance.  - Conduct a review of physically injured individuals in receipt of high rate care to identify individuals who have not availed of the framework.	- Improved wellbeing, function and independence for <b>65%</b> of individuals as a result of disability aid provided.	<b>Achieved</b>

## APPENDIX 2

4	<p>Ensure access and availability of <b>Trauma-focused Physical Activity</b> that supports <b>150</b> individuals engage in a therapeutic process to address Troubles/conflict-related trauma.</p>	<ul style="list-style-type: none"> <li>- Continuous review of framework and operational guidance.</li> <li>- Continued development and training of HWB Caseworker Network to embed the stepped care approach in holistically meeting the needs of Victims and Survivors.</li> <li>- Attendance and engagement at Statutory, Community Voluntary health and physical activity initiatives</li> </ul>	<p>- Improved wellbeing, function and independence for <b>65%</b> of individuals as a result of trauma focused-physical activity.</p>	<p><b>Achieved</b></p>
5	<p>Continued access to <b>home heating support</b> for <b>750+</b> individuals who have received this award in 17-18, 18-19 &amp; 19-20.</p> <p>Continued support for <b>100</b> individuals to access <b>physiotherapy</b> to manage their <b>persistent pain</b>.</p> <p>Continued support for <b>70</b> individuals to access <b>complementary therapy</b> in instances whereby the therapy cannot be offered within a VSS funded organisation.</p>	<ul style="list-style-type: none"> <li>- Continuous review of framework and operational guidance.</li> <li>- Maintain continued cross-organisational relationships and referral pathways developed and formalised between statutory and community services.</li> <li>- Facilitate the delivery of educational workshops to the HWB Caseworker Network to promote best practice interventions in managing persistent pain.</li> </ul>	<p>- Improved wellbeing, function and independence for <b>65%</b> of individuals as a result of persistent pain interventions.</p>	<p><b>Achieved</b></p> <p><b>Achieved</b></p> <p><b>Partially Achieved</b></p>
6	<p>Ensure access and availability of <b>Psychological Support: Talking Therapies</b> to <b>80</b> individuals with</p>	<ul style="list-style-type: none"> <li>- Continuous review of framework and operational guidance.</li> </ul>	<p>- Improved wellbeing, function and independence for <b>70%</b> of individuals as a result of</p>	<p><b>Partially Achieved</b></p>

## APPENDIX 2

	<p>Troubles/conflict-related trauma (outside of talking therapies provided via VSP-funded organisations).</p> <p>Ensure access and availability of <b>Psychological Support: Alternative Therapies</b> to <b>30</b> individuals.</p> <p>Ensure access and availability of <b>Psychological Support: Complementary Therapies</b> to <b>70</b> individuals who are unable to access complementary therapies through VSS funded organisations.</p>	<ul style="list-style-type: none"> <li>- Continued development and training of HWB Caseworker Network to embed the stepped care approach in holistically meeting the needs of Victims and Survivors.</li> <li>- Maintain continued cross-organisational relationships and referral pathways with GPs, private providers and statutory services for those who require psychological support.</li> </ul>	<p>psychological support interventions.</p>	<p><b>Achieved</b></p> <p><b>Achieved</b></p>
<b>7</b>	<p>Provision of <b>Social Support</b> activities to <b>11,000</b> individuals through VSS funded organisations including befriending, respite, and other activities in line with the Take 5 framework. <a href="http://www.makinglifebettertogether.com">www.makinglifebettertogether.com</a></p>	<ul style="list-style-type: none"> <li>- The delivery of social support activities that improve the health and wellbeing of victims and survivors in line with the Take 5 Framework</li> </ul>	<ul style="list-style-type: none"> <li>- Improved mental health</li> <li>- Improved physical and social function</li> <li>-Reduction of symptoms</li> <li>-Positive Attitude</li> <li>-Improved Integration</li> <li>-Improved quality of life</li> <li>-Reduced Isolation and improved social networks</li> <li>-Improved family relationships</li> </ul>	<b>Partially Achieved</b>
<b>8</b>	<p>Develop a strong regional network of up to <b>26</b> HWB Caseworkers and <b>5</b> HWB Case Managers with agreed <b>processes, procedures</b> and <b>referral pathways</b>, ensuring appropriate geographical spread and equity of access.</p>	<ul style="list-style-type: none"> <li>- Continued development of HWB Caseworker Network with regular schedule of meetings/engagement.</li> <li>- Increased engagement by Caseworkers with local organisations with potential to benefit victims and survivors.</li> </ul>	<p>Ongoing improvement in:</p> <ul style="list-style-type: none"> <li>- communication across victims/survivors sector.</li> <li>- responsiveness to individual needs.</li> <li>- pathways of referral and communication with statutory sector.</li> </ul>	<b>Achieved</b>



## APPENDIX 2

	<p>Identify and agree KPIs in relation to client pathway and completion of INCs.</p> <p>Develop a stakeholder engagement plan to enable outreach to wider Health and Wellbeing-oriented networks.</p>	<ul style="list-style-type: none"> <li>- HWB Case Manager team to progress outreach to wider Health and Wellbeing-oriented networks – including development of stakeholder engagement plan.</li> <li>- Caseworker coverage for border regions.</li> <li>- Review of Clinical Governance arrangements, compliance with standards and policies/procedures within the Network.</li> <li>- Review equality of access for Victims and Survivors in current model and produce recommendations for development of the network.</li> <li>- Finalised pathway with timescales in relation to contact with Caseworkers to issue of awards in VSS.</li> <li>- Review of training and development needs.</li> <li>- Client Pathway KPIs to provide baseline expectations in 20-21.</li> <li>- Develop a definition of “hard to reach” victims and survivors.</li> </ul>	<ul style="list-style-type: none"> <li>- clinical governance compliance.</li> <li>- equity of access.</li> </ul> <p>Consistent, timely pathway for access to support and interventions.</p> <p>Increased contact and support with Hard to Reach individuals.</p> <p><b>60%</b> of individuals engaged with a Health and Wellbeing Caseworker report an improvement in functioning.</p>	
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## APPENDIX 2

		- Identify through engagement strategy and caseworker network. Assess needs through INC process. Identify any specific needs relating to this group to inform development of Frameworks.		
9	Support communication and engagement through the <b>Victims and Survivors Practitioners Working Groups (VSPWG)</b> meetings, including sub committees and <b>Co-Design Programme</b> engagement.	- 2 meetings per year covering the North East and South West areas	-Increased engagement between agencies and organisations involved in delivery services to victims and survivors.  -Partnership and collaboration between organisations.	<b>Achieved</b>
10	Engage in renewed co-design with HSCB / TEO / Statutory Sector / Victims and Survivors Sector in respect of the Regional Trauma Network (RTN)  Preparatory work in respect of process for assessment and referrals by VSS HWB Case Managers and VSS Community Partners.	-Contribution to all aspects of RTN development  -Attendance at meetings / sub-groups  -Comments/amendments to documentation  -Methodology to identify initial clients to access RTN  -Agreed pathway from initial contact with VSS to referral  -Data-base developed to monitor and collate information on referrals to RTN and outcomes	Provision for increased access to step 4 interventions for victims and survivors requiring this level of support.	<b>Partially achieved</b>

## APPENDIX 2

11	Engage with TEO, Interim Advocate/Commissioner for Survivors of Institutional Childhood Abuse (COSICA), and other stakeholders to assist in the design and development of support and services for victims and survivors of Historic Institutional Abuse.	Contribution to model/options for consideration in respect of the delivery of services & support to victims and survivors.  Provision of interim support pending introduction of longer term arrangements.	Access to interim support for those in need.  Long term service delivery model designed.	<b>Achieved</b>
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APPENDIX 2

**STRATEGIC OBJECTIVE 2 – IMPROVED ACCESS TO OPPORTUNITIES FOR LEARNING AND DEVELOPMENT**

REF	Key Actions	Outputs	Outcomes	Performance
12	Ensure access and availability of <b>Personal and Professional Development</b> : Supporting <b>1,500</b> interventions through the VSP.	- 31 organisations deliver a broad range of personal and professional development (PPD) activities.	- Increased opportunities to develop interests and time to connect with other people.	<b>Achieved</b>
13	Ensure access and availability of <b>Education and Training</b> through the INP Framework to meet specific needs for <b>90</b> individuals in addition to those already accessing Framework.	-Continuous review of framework and operational guidance.  -Continued development and training of HWB Caseworker Network to embed the stepped care approach in holistically meeting the needs of Victims and Survivors.	-Number of clients benefitting.  -Work & Social Adjustment Scale (WSAS) monitoring individual outcomes across 5 functional areas.  - Number of clients accessing multiple frameworks framework as per caseworker engagement.  -Qualitative feedback (case studies)	<b>Achieved</b>
14	Ensure access and availability of 1:1 <b>Literacy and Numeracy</b> tuition for <b>5</b> individuals whose educational attainment has been significantly impacted by Conflict/Trouble-related trauma or events.  This is in addition to those already accessing Framework.	-Continuous review of framework and operational guidance.  -Increased promotion of the framework through the stakeholder engagement plan.	- Improved psychological, physical and social functioning and subjective wellbeing <b>of 60%</b> of individuals who engage in numeracy and literacy tuition.  - <b>80%</b> of individuals who engage in numeracy and literacy tuition demonstrate improved numeracy and literacy skills.	<b>Achieved</b>

## APPENDIX 2

REF	Key Actions	Outputs	Outcomes	Performance
15	Delivery of a <b>Social Isolation Programme</b> to support <b>100</b> individuals who have been affected by the Troubles/conflict.	<ul style="list-style-type: none"> <li>-Continuous review of framework and operational guidance.</li> <li>-Continued development and training of HWB Caseworker Network to embed the stepped care approach in holistically meeting the needs of Victims and Survivors.</li> </ul>	<ul style="list-style-type: none"> <li>- Improved psychological, physical and social functioning and subjective wellbeing for <b>65%</b> of individuals engaged in Social Isolation programme.</li> </ul>	<b>Achieved</b>
16	<p>Delivery of a <b>Volunteering Programme</b> to support <b>35</b> individuals who have been affected by the Troubles/conflict.</p> <p>Support <b>15</b> VSS organisations to engage with Volunteer Now.</p>	<ul style="list-style-type: none"> <li>-Continuous review of framework and operational guidance.</li> <li>-Continued development and training of HWB Caseworker Network to embed the stepped care approach in holistically meeting the needs of Victims and Survivors.</li> <li>-Increased promotion of the individual element of the framework through the stakeholder engagement plan.</li> </ul>	<ul style="list-style-type: none"> <li>- Improved psychological, physical and social functioning and subjective wellbeing for <b>80%</b> of individuals engaged in Volunteering Programme.</li> </ul>	<b>Partially Achieved</b>
17	Design, develop and implement <b>Workforce Training and Development Plan -2020-21</b> in line with the CVS Minimum Standards published in November 2016.	<ul style="list-style-type: none"> <li>-Suite of high quality vocational and non-vocational training and development opportunities for staff /volunteers and committee members.</li> </ul>	<ul style="list-style-type: none"> <li>- Increased capacity and confidence within VSS funded organisations leading to a higher quality of service delivery for victims and survivors.</li> </ul>	<b>Achieved</b>

## APPENDIX 2

REF	Key Actions	Outputs	Outcomes	Performance
		<ul style="list-style-type: none"><li>- Consistent high standards of delivery in line with the CVS Minimum Standards.</li><li>- Capacity plan in line with the changing service delivery model.</li></ul>	<ul style="list-style-type: none"><li>- Increased capacity and confidence within VSS leading to a higher quality of service delivery for victims and survivors.</li></ul>	

APPENDIX 2

**STRATEGIC OBJECTIVE 3 – VICTIMS AND SURVIVORS, AND THOSE MOST IN NEED, ARE HELPED AND CARED FOR**

REF	Key Actions	Outputs	Outcomes	Performance
18	<p>Ensure access and availability of <b>Welfare Advice</b>: Facilitate <b>2,400</b> interventions, and monitor the impact of <b>Welfare Reform</b> on victims and survivors.</p> <p>Engagement with the <b>Department for Communities (DfC)</b> to support and advocate for individual victims and survivors transitioning to Personal Independence Payment (PIP), Universal Credit (UC) and those trying to access support under the Victims Payments Scheme.</p>	<ul style="list-style-type: none"> <li>- 5 organisations directly delivering services to assist victims and survivors make sense of what they are entitled to as well as provide support and guidance during changes implemented through welfare reform.</li> <li>-Establishment of monitoring processes, and a baseline for measurement of positive outcomes</li> <li>- Prompt provision of welfare advice/support to victims and survivors.</li> </ul>	<ul style="list-style-type: none"> <li>- Increased access to welfare support for victims and survivors</li> <li>- Financial maximisation for clients (receiving benefits entitled to, appealing where appropriate and justified)</li> <li>- Clients successfully moving from DLA to PIP, following VSS provision of information to DfC/Capita</li> <li>-Victims and survivors satisfied with the support they received from VSS &amp; supported organisations to access a Victim's Payment</li> </ul>	<b>Achieved</b>
19	<p>Provide access to Welfare and Health &amp; Wellbeing Support for Victims and Survivors applying for the Victims Payment Scheme.</p>	<ul style="list-style-type: none"> <li>-Up to 5 VSS funded organisations increasing welfare support capacity.</li> <li>-VSS will provide co-ordination of welfare support activity for clients being assisted with applications to Victims Payment Scheme.</li> <li>-Fully trained staff at VSS and funded organisations who are</li> </ul>	<ul style="list-style-type: none"> <li>-Victims and survivors satisfied with the support they received from VSS &amp; funded organisations to make an application for the Victim's Payment</li> <li>-VSS Staff and Welfare Officers in post and prepared to support eligible clients in making applications for the Victims</li> </ul>	<b>Not Achieved</b>

## APPENDIX 2

		capable of assisting Victims and Survivors to make applications to the Victims Payment Scheme in line with the governing legislation.	Payment scheme within an efficient timescale  -VSS Staff and Welfare Officers support ineligible clients by signposting to other VSS and funded organisations Health and Wellbeing Support	
19	Provide <b>Self Directed Assistance Payments</b> to up to <b>5,850</b> individuals.	- Payments delivered by 31 May 2020	- improved financial position for clients in receipt of support	<b>Achieved</b>
20	Provide <b>Additional Needs Payments</b> to up to <b>1,470</b> individuals.		- recognition of victimhood	



APPENDIX 2

**STRATEGIC OBJECTIVE 4 – VICTIMS AND SURVIVORS, AND THEIR FAMILIES, ARE SUPPORTED TO ENGAGE IN LEGACY ISSUES**

REF	Key Actions	Outputs	Outcomes	Performance
22	Maintain a strong <b>Advocacy Support Network</b> with agreed <b>processes, procedures</b> and <b>referral pathways</b> to provide support and assistance to <b>1,500</b> individuals.	<ul style="list-style-type: none"> <li>- A regional network of 21.5 Advocacy Support Caseworkers and 6 Case Managers established with regular schedule of meetings/engagement and agreed Terms of Reference</li> <li>-Increased access to Truth Justice and Acknowledgment for victims and survivors</li> </ul>	<ul style="list-style-type: none"> <li>- Increased confidence and reduced isolation due to being acknowledged and supported.</li> <li>- Renewed relationships and trust within families and communities.</li> <li>- Improved mental health and social networks.</li> <li>- Agreed narrative with families and agencies around the incident.</li> </ul>	<b>Achieved</b>

APPENDIX 2

STRATEGIC OBJECTIVE 5 – AN EFFICIENT AND EFFECTIVE ORGANISATION

REF	Key Actions	Outputs	Outcomes	Performance
23	Maintain robust corporate governance arrangements within VSS (including Board, Committees, Policies, MSFM etc).	<ul style="list-style-type: none"> <li>- Monthly Board meeting and minutes published on website and forwarded to TEO within 5 working days.</li> <li>- Quarterly ARC and HWB Committee meetings and minutes published on website.</li> <li>- Compliance with legal, statutory and departmental requirements.</li> <li>- Quarterly reporting to TEO and engagement in Accountability Meeting</li> </ul>	<ul style="list-style-type: none"> <li>- Maintenance of a high degree of transparency on the accountability arrangements with VSS.</li> <li>- Transparency over governance arrangements.</li> <li>- Assurance over VSS activities and use of public funds.</li> </ul>	<b>Achieved</b>
24	Ensure a robust risk management process is in place and followed.	<ul style="list-style-type: none"> <li>- Monthly Strategic Risk Register.</li> <li>- Monthly Operational Risk Logs.</li> <li>- Quarterly Assurance Statements.</li> </ul>	<ul style="list-style-type: none"> <li>- Assurance over VSS management of risk</li> <li>- Appropriate mitigating strategies applied to identified risks.</li> </ul>	<b>Achieved</b>
25	Ensure robust financial processes and procedures are being developed and followed.	<ul style="list-style-type: none"> <li>- Regular review of Financial Policies and Procedures.</li> <li>- Draft financial statements 2019-2020: JUNE 2020.</li> <li>- Final financial statements 2019-2020: SEPT 2020.</li> <li>- Implementation of Internal Audit Plan.</li> <li>- Implementation of NIAO recommendations.</li> </ul>	<ul style="list-style-type: none"> <li>-Unqualified accounts for 2019-20</li> <li>-Satisfactory Internal Audit Assurance</li> </ul>	<b>Achieved</b>

## APPENDIX 2

REF	Key Actions	Outputs	Outcomes	Performance
26	Engage with TEO with view to establishment of a Partnership Agreement.	-Signed Partnership agreement between VSS and TEO (including Agreed Engagement Plan). -Annual review of Partnership agreement by VSS Board.	- Maintenance of a high degree of transparency on the accountability arrangements with VSS	<b>Not achieved</b>
27	By year end operate within allocated budget avoiding overspend and managing underspend within a tolerance of 1.5%.	- Monthly monitoring or expenditure and cash - Month end closure within 3 working days of month end.	-98.5% of the budget utilised -95% of INP and Corporate invoices paid within the statutory time frame of 30 days - 90% of Corporate invoices paid within 10 days	<b>Achieved</b>
28	Ensure eligibility of expenditure across all programmes.	-100% vouching and verification of PEACE IV and VSP Expenditure - Debt recovery in line with VSS Debt Recovery Procedure - Review approach to verification of VSP expenditure, following outcome of most recent Verification Reviews and a 2020-21 internal audit review.	- No increase in sample size issued by SEUPB due to errors found  - Consistency in implementation of Programme rules.	<b>Achieved</b>
29	Continue to manage and develop the <b>VSP 2020-2022</b> with a focus on 4 strategic outcomes.	- Annual monitoring of funded organisation budgets and delivery plans. - Monitoring and evaluation framework agreed with each funded organisation. - Consistent and up to date monitoring of progress towards meeting VSS outcomes.	- Improvement in quality of services provided by VSS and funded organisations.  -Improved partnership working and relationships between VSS and funded organisations.  -Clarity on position post 2022	<b>Achieved</b>

## APPENDIX 2

REF	Key Actions	Outputs	Outcomes	Performance
30	Programme Management of PEACE IV in line with EU Programme Rules and national rules and legislation.	<ul style="list-style-type: none"> <li>- Annual monitoring of budget and work plans.</li> <li>- Progress against overall PEACE IV outputs (11,350 HWN Assessments, 6,300 Advocacy – over full project life).</li> <li>- Regular meetings between VSS and its PEACE IV Partners (CVS and WAVE).</li> </ul>	<ul style="list-style-type: none"> <li>-Improved quality of services and care</li> <li>-Effective management of PEACE Partnership</li> </ul>	<b>Achieved</b>
31	Carry out a review of Management Information Systems across the VSS with a view to integration and consolidation with outcomes based monitoring and evaluation strategy and GDPR requirements.	<ul style="list-style-type: none"> <li>- Reduction in office storage requirement by allowing records to be stored off-site/archived.</li> <li>- Increased digitisation of paper records</li> <li>- Audited updated policies &amp; procedures in relation to GDPR (inc DSAs)</li> <li>- Implementation of HR &amp; Recruitment systems</li> <li>- Implementation of more efficient reporting procedures/processes</li> </ul>	<ul style="list-style-type: none"> <li>- Improved access and quality of information.</li> <li>- Improved quality control and consistency of records.</li> <li>-Compliance with GDPR requirements</li> <li>- Implementation of updated website</li> </ul>	<b>Achieved</b>
32	Implement communication and engagement plan.	<ul style="list-style-type: none"> <li>- Current and accurate framework of stakeholders.</li> <li>- Strong communication with relevant agencies &amp; sectors.</li> </ul>	<ul style="list-style-type: none"> <li>- Improved communication and engagement with key stakeholders</li> </ul>	<b>Achieved</b>

## APPENDIX 2

REF	Key Actions	Outputs	Outcomes	Performance
		<ul style="list-style-type: none"> <li>- Strong and relevant key messages.</li> <li>- Updated publicity and communications information.</li> <li>- Quarterly VSS newsletter to be produced</li> </ul>	<ul style="list-style-type: none"> <li>- Informed and dynamic engagement with key stakeholders that is responsive to changing views and emerging concerns.</li> </ul>	
<b>33</b>	Continue to develop an effective workforce	<ul style="list-style-type: none"> <li>- Staff development plan</li> <li>- Appropriate provision of training</li> <li>- Staff succession plan</li> <li>- VSS Staff H&amp;WB Programme</li> </ul>	<ul style="list-style-type: none"> <li>- Reduced reliance on key staff</li> <li>- Highly skilled VSS workforce with evolving skillsets aligned to VSS activities and objectives</li> </ul>	<b>Achieved</b>
<b>34</b>	<p>Agree and embed the VSS Clinical governance Framework with VSS staff and VSS funded organisations.</p> <p>Audit of clinical governance policies/procedures and standards with associated report</p>	<ul style="list-style-type: none"> <li>- All interventions delivered in line with best practice guidelines.</li> <li>- A transparent and consistent approach to addressing the needs of victims and survivors.</li> <li>- Robust policies and procedures in place to ensure safety of victims and survivors and the staff who are engaged with them.</li> </ul>	<ul style="list-style-type: none"> <li>- Increased staff confidence and competence</li> <li>- 80% of VSS staff feel supported in their work</li> <li>- 80% of staff across the sector report an increased understanding or trauma and evidence based practise</li> </ul> <p>Confidence that clinical governance is embedded in practice and consistently applied</p>	<b>Achieved</b>

## APPENDIX 3

### Appendix 3: Monitoring and Evaluation Framework

*Measuring the Victims and Survivors Service Limited Strategic Outcomes for Victims and Survivors 2017-2022.*

Thematic Area per Comprehensive Needs Assessment (CVS, 2012)	Strategic Outcome	Potential Indicators	How will this be measured?
<b>Health and Wellbeing</b>  <b>Social Support</b>	Improved health and wellbeing of Victims and Survivors	<ul style="list-style-type: none"> <li>• Improved mental health</li> <li>• Reduced risk</li> <li>• Improved physical and social function</li> <li>• Reduction of symptoms</li> <li>• Positive Attitude</li> <li>• Improved Integration</li> <li>• Improved quality of life</li> <li>• Reduced Isolation and improved social networks</li> <li>• Improved family relationships</li> </ul>	<ul style="list-style-type: none"> <li>• <b>CORENET (Talking Therapies)</b> <i>Collects client reported outcome measures and uses this to manage therapeutic outcomes.</i> <a href="http://www.coreims.co.uk/About_Core_Tools.html">http://www.coreims.co.uk/About_Core_Tools.html</a></li> <li>• <b>MYMOP (Complementary Therapies)</b> <i>Client centered and individualised outcome questionnaire focusing on specific problems but also general wellbeing</i> <a href="http://www.bris.ac.uk/primaryhealthcare/resources/mymop/">http://www.bris.ac.uk/primaryhealthcare/resources/mymop/</a></li> <li>• <b>Work and Social Adjustment Scale (WSAS)</b> <i>A Client-centered self-report scale of functional impairment attributable to an identified problem</i></li> <li>• <b>TAKE 5 Monitoring Framework</b> under development by Victims Practitioners Working Group and Belfast Strategic Partnership.</li> </ul>



### APPENDIX 3

Thematic Area per Comprehensive Needs Assessment (CVS, 2012)	Strategic Outcome	Potential Indicators	How will this be measured?
<b>Personal Development</b>	Improved access to opportunities for learning and personal development	<ul style="list-style-type: none"> <li>Enhanced self-esteem and self-worth</li> <li>Enhanced opportunities to contribute to wellbeing of others</li> </ul>	<ul style="list-style-type: none"> <li>Case Studies</li> <li>Surveys (pre and post training)</li> <li>Other measurement tools</li> </ul>
<b>Financial and Welfare Support</b>	Victims and Survivors, and those most in need, are helped and cared for	<ul style="list-style-type: none"> <li>Improved Financial Support</li> <li>Greater sense of responsibility and independence in addressing practical needs</li> <li>Increased access to benefits and support</li> </ul>	<ul style="list-style-type: none"> <li>Surveys</li> <li>Welfare Changes and Support reporting</li> <li>Other measurement tools</li> </ul>
<b>Truth, Justice and Acknowledgement</b>	Victims and Survivors, and their families, are supported to engage in legacy issues	<ul style="list-style-type: none"> <li>Renewed relationships and trust within families and communities</li> <li>Improved mental health and social networks</li> <li>Agreed narrative with families and agencies around the incident</li> <li>Increased confidence and reduced isolation due to being acknowledged and supported</li> </ul>	<ul style="list-style-type: none"> <li>Case Studies</li> <li>1 to 1 interviews</li> <li>External and Internal periodic evaluations</li> <li>Other measurement tools</li> </ul>

## Appendix 4: Monitoring and Evaluation Framework (HIA)

Measuring the Victims and Survivors Service Limited Strategic Outcomes for Survivors of Historical Institutional Abuse (HIA)

Area	Strategic Outcome	Potential Indicators	How will this be measured?
Health & Wellbeing	Improved health and wellbeing of survivors	<ul style="list-style-type: none"> <li>Improved mental health</li> <li>Reduced risk</li> <li>Improved physical and social function</li> <li>Reduction of symptoms</li> <li>Positive Attitude</li> <li>Improved Integration</li> <li>Improved quality of life</li> <li>Reduced Isolation and improved social networks</li> <li>Improved family relationships</li> </ul>	<ul style="list-style-type: none"> <li> <b>CORENET (Talking Therapies)</b>  <i>Collects client reported outcome measures and uses this to manage therapeutic outcomes.</i>  <a href="http://www.coreims.co.uk/About_Core_Tools.html">http://www.coreims.co.uk/About_Core_Tools.html</a> </li> <li> <b>MYMOP (Complementary Therapies)</b>  <i>Client centred and individualised outcome questionnaire focusing on specific problems but also general wellbeing</i>  <a href="http://www.bris.ac.uk/primaryhealthcare/resources/mymop/">http://www.bris.ac.uk/primaryhealthcare/resources/mymop/</a> </li> <li> <b>Work &amp; Social Adjustment Scale (WSAS)</b>  <i>A Client-centred self-report scale of functional impairment attributable to an identified problem</i> </li> <li> <b>TAKE 5 Monitoring Framework</b> under development by Victims Practitioners Working Group and Belfast Strategic Partnership.  <a href="http://www.makinglifebettertogether.com/take5/">www.makinglifebettertogether.com/take5/</a>;  <a href="http://www.mentalhealthireland.ie/">www.mentalhealthireland.ie/</a> </li> </ul>
Social Support			





Area	Strategic Outcome	Potential Indicators	How will this be measured?
<b>Personal Development</b>	Improved access to opportunities for learning and personal development	<ul style="list-style-type: none"> <li>• Enhanced self esteem and self worth</li> <li>• Enhanced opportunities to contribute to wellbeing of others</li> </ul>	<ul style="list-style-type: none"> <li>• Case Studies</li> <li>• Surveys (pre and post training)</li> <li>• Other measurement tools</li> </ul>
<b>Financial &amp; Welfare Support</b>	Survivors, and those most in need, are helped and cared for	<ul style="list-style-type: none"> <li>• Improved Financial Support</li> <li>• Greater sense of responsibility and independence in addressing practical needs</li> <li>• Increased access to benefits and support</li> </ul>	<ul style="list-style-type: none"> <li>• Qualitative Surveys</li> <li>• Welfare Changes and Support reporting</li> <li>• Other measurement tools</li> </ul>
<b>Information Recovery</b>	Victims and survivors and their families, are supported in information recovery and redress processes.	<ul style="list-style-type: none"> <li>• Increased confidence due to being acknowledged and supported</li> <li>• Victims and survivors feel informed and empowered.</li> </ul>	<ul style="list-style-type: none"> <li>• Case Studies</li> </ul>