



YORKSHIRE AND HUMBER (Y&H) VETERANS ADVISORY AND PENSIONS COMMITTEE (VAPC) **GOVERNING DIRECTIVE**

(Framework Protocol: p1-2; Sub-Group TOR: p 3-4; Action Plan: p5-7)

***Vision: Recognised as the
effective advocate for veterans affairs (in Y&H)***



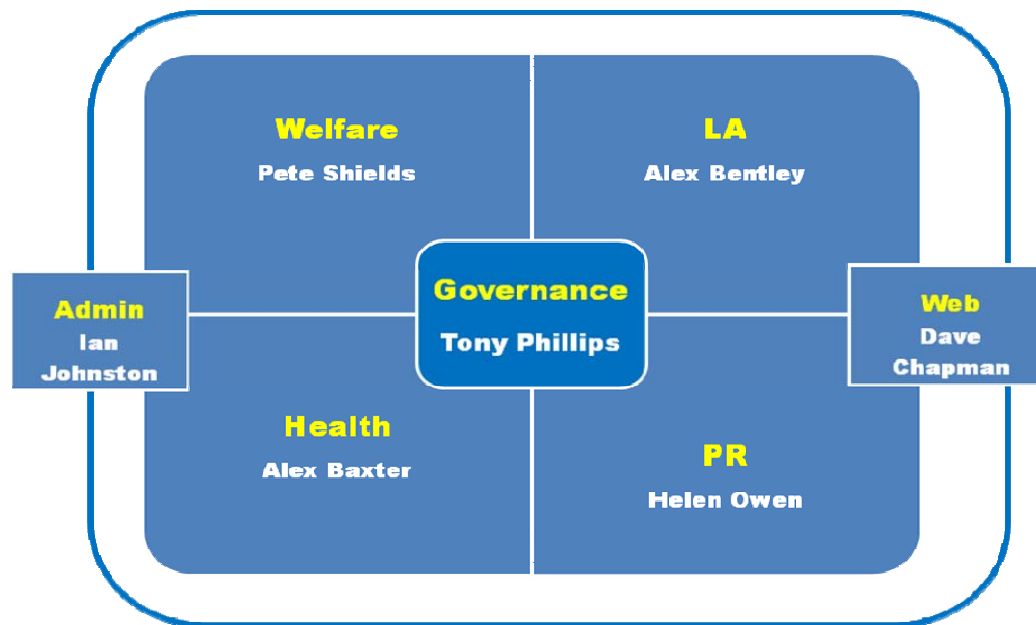
Y&H VAPC – FRAMEWORK PROTOCOL

(This is a “living document” to provide transparency of Y&H VAPC activity in the public domain, and will be regularly reviewed and updated.)

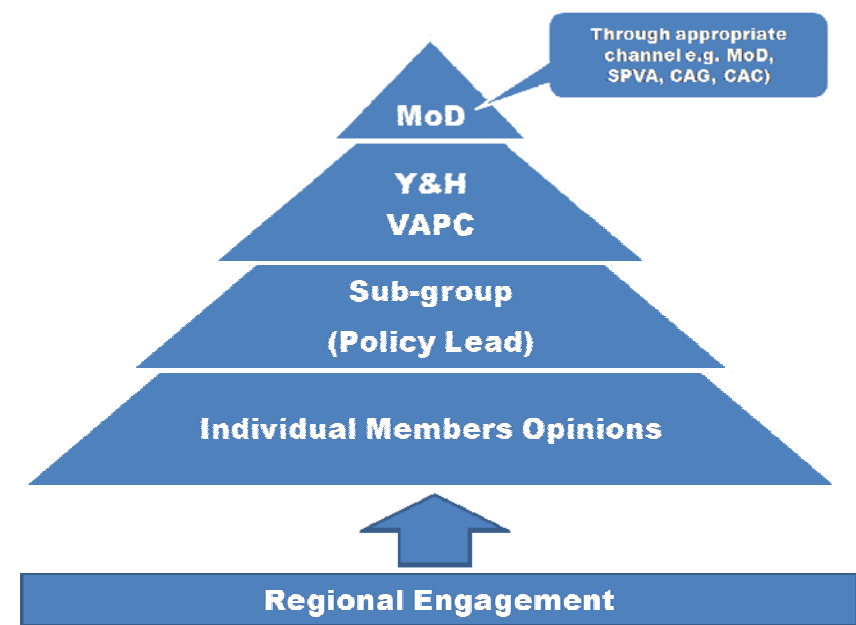
- 1. Background.** VAPC’s are independent non departmental public bodies established by Parliament under War Pensions Act 1921 and Social Security Act 1989. Members are drawn from across the spectrum of Y&H community and include service leavers and a civilian component. They are appointed by, and responsible to, SofS for Def who consequently provides limited resource support through MoD/SPVA. VAPC members are not remunerated except for expenses directly related to executing function. The Y&H VAPC replaced the Y&H WPC with effect 1 July 2010.
- 2. Role.** VAPCs will be a regional focus providing advice, assistance and support to the Service and ex-Service community (including their dependents) and local public service providers (see relationship map at end of document), which entails:
 - **Advising** ~ all public bodies on the needs of veterans and their families.
 - **Raising awareness** ~ with public bodies and the local community about the needs of veterans.
 - **Assisting** ~ and providing guidance on accessing public services, assisting with claims and complaints (including War Pension and Armed Forces Compensation Schemes).
- 3. Tasks and Objectives.** Members shall commit to taking forward the Y&H VAPC **3 Year Delivery Plan** in partnership with other VAPCs, SPVA and regional stake holders (Service & Ex-Service Charities & Public Bodies e.g. NHS Trusts. Local Authorities); including contributing to programmed meetings, events, working groups, advocating support and promoting veterans affairs to raise profile in their own local area.
- 4. Governance/Compliance.** Members shall abide by recognised Departmental (MoD) procedures, guidelines and OCPA standards for ensuring probity and good governance in public life, also set out in “Notes for Members”, including providing objective evidence to demonstrate delivery of effect and justify allocated resources, which are to be authorised in accordance with MoD policy/guidelines.

5. **Transparency.** This Governing Document, Minutes of VAPC Meetings, policy proposals and recommendations and documents relating to main issues being pursued within sub-groups are to be placed on the veterans UK VAPC website along with basic information about the Y&H VAPC structure, organisation and its current membership
6. **Veterans Welfare Service.** Continue to work closely with the SPVA Veterans Welfare Service (VWS), Regional Welfare Centre and the regional VWS Office to ensure the needs of veterans and families are met.
7. **The Armed Forces Community Welfare and NHS Pathway's.** Work closely with relevant military and civil authorities to develop Armed Forces Community Welfare Pathway and NHS Pathways and ensure member of VAPC is liaison point.
8. **Training/Familiarisation.** Members shall ensure they are sufficiently informed to perform their role through maintaining currency by personal research (iaw task 1.3.3) and, in conjunction with SPVA and other VAPCs, complete training/briefing to cover areas of responsibility.
9. **Structure/Membership.** The establishment of Y&H VAPC is: a Chair plus 16 Members; additional co-opted members may be appointed by agreement for specific tasks/projects and may be called upon by sub-group leads. All activity is supported by Administration and Website leads and Y&H VAPC shall meet 3-4 times per year. Members will subscribe to one specific purpose sub-group to actively progress priorities agreed in committee and outlined in the Action Plan below. These sub-groups, illustrated in Fig1, will operate according to Terms of Reference (TOR) below.

Y&H VAPC – SUB GROUPS AND LEADS



Y&H VAPC POLICY FEEDBACK TREE



SUB-GROUP TOR

1. **General Arrangements.** Sub-committees of VAPC members (and sometimes co-opted experts) are to focus in detail on specific issues, allowing Y&H VAPC to ensure sufficient attention is paid to priority issues without one topic dominating committee agenda at every meeting. Sub-committee members should have relevant expertise and be given sufficient information/appropriate support to carry out their duties. Y&H VAPC Governing Document should always be consulted by sub-committees who are also to notify Y&H VAPC of any barriers limiting their operation.
2. **Reporting.** Sub-groups to formally report at VAPC meeting to ensure Y&H VAPC are kept up to date with progress, consider proposals and ratify any decisions taken by sub-committees within their terms of reference as Y&H VAPC remain responsible for all decisions taken. Sub-groups are each to appoint a policy lead responsible for collating policy issues arising in their sphere for presentation through feedback tree above.
3. **Direction.** Critical ground for veterans support is assessed as: development of Central Policy, Local Authorities (LA), Health Trusts and current government appetite for "big society", with welfare and PR underpinning our fundamental raison d'être. Sub-committees are to operate within following criteria and ensure they are agreed and regularly reviewed by Y&H VAPC:

Sub Group	Chairs Intent	Action #	Detailed Priorities
Governance & Policy	To provide robust, researched and focused input to influence policy development and inform Minister of impact of extant policies (positive and negative) in order to ensure future policy is based upon best possible information and solutions for Y&H dependent veteran community	1.1.5 1.3.1 1.3.2 3.1.6	<ul style="list-style-type: none"> • Identify relevant policies and stakeholders • Establish/report Implications and effectiveness of: <ul style="list-style-type: none"> ○ SDSR /Armed Forces Covenant/Command Paper ○ Veterans Administration/Transparency ○ Fighting Fit – Implementation ○ Pensions Policy – Index linking ○ Charity proliferation/Charity Law ○ Veteran Services Study • Define measures of success
Welfare	To establish collaborative relationships with regional service and ex-service charities and organisations, support and monitor SPVA RWS and, where required, provide accurate and helpful advice to individuals in order to ensure recognition as the effective veterans advocate.	1.1.3 1.2.4/5 1.3.4/5 2.1.2 3.1.1/3	<ul style="list-style-type: none"> • Identify relevant initiatives and stakeholders • Establish/report effectiveness of: <ul style="list-style-type: none"> ○ AFCS implementation ○ NHS compliance – prosthetic limbs ○ RWS delivery/resources • Establish issues regarding veterans in custody/homeless • Identify policy issues arising • Define measures of success

<p>Local Authorities</p>	<p>To establish effective relationships with all Local Authorities and associated regional structures in Y&H region, ensure awareness of responsibilities under government policy and assist them deliver in order to ensure Y&H veterans are supported equally well across the region as ministers intend.</p>	<p>1.1.1 1.1.6 1.2.1 1.2.4/5 1.3.4/5</p>	<ul style="list-style-type: none"> • Identify relevant initiatives and stakeholders • Establish/report effectiveness of: <ul style="list-style-type: none"> ○ Welfare Pathway ○ Maintain engagement with NYCC trial ○ spare • Actively promote best practice – NYCC trial • Identify policy issues arising • Define measures of success
<p>Health</p>	<p>To establish effective relationships with NHS/PCT Trusts and associated medical structures in Y&H region, ensure awareness of responsibilities under central initiatives and assist them deliver in order to ensure Y&H veterans supported equally well across the region.</p>	<p>1.1.2 1.2.2 1.2.4/5 1.3.4/5 2.1.2</p>	<ul style="list-style-type: none"> • Identify relevant initiatives and stakeholders • Establish/report effectiveness of: <ul style="list-style-type: none"> ○ Life Force Initiative/NHS Armed Forces Network (NHS AFN) ○ Forces in Mind Initiative ○ IAPT¹/Fighting Fit – Dr Murrison report • Promote best practice – Hull Trust • Identify policy issues arising • Define measures of success
<p>PR</p>	<p>To promote Y&H VAPC role amongst community and distribute appropriate materiel in order to effectively communicate our role within the region, assist raising profile of veterans with local employees and other stake holders in support of Y&H VAPC sub-group activity.</p>	<p>1.1.4 1.1.6 1.2.4/5 2.1.1 2.2.1 2.2.2</p>	<ul style="list-style-type: none"> • Identify and develop appropriate relationships • Define Y&H VAPC key messages • Explore appropriate and effective means of utilising regional radio, press to convey messages. • Produce outline engagement strategy – 28 Feb 11 • Identify events/opportunities Y&H VAPC may exploit • Identify policy issues arising • Define measures of success

4. **Process.** Sub-groups are to define their own methodology, providing auditable, evidence based conclusions and measures of effect; they are also to produce documentary stakeholder maps to define their areas of interest.

5. **Collective Responsibility.** All VAPC members undertake to search for and exploit engagement opportunities in their own geographical area to assess the views of Service and Ex-Service organisations as well as the views of individual veterans and dependents and bring them to the attention of VAPC or VAPC Sub-Groups..

¹ Improving Access to Psychological Therapies

3 YEAR DELIVERY PLAN - PRIORITY TASKS & ACTIONS

Task 1: Advising - Advocate cross-Government support for veterans (Military Covenant)

Key action 1.1: Advocate role of VAPC within Y&H Region

Actions		Priority Lead	Measures		Objective	
			Ref	Definition	Ref	Outline
Outcome. Influential regional stakeholders know what a veteran is, what their needs are and what VAPC role is.						
1.1.1	Brief Local Authorities		1.1.1.a 1.1.1.b 1.1.1.c	Letters to LAs Brief LA Cabinets Engage key pers	1.1.1.a 1.1.1.b 1.1.1.c	All 21 x LA mailed CC & Sub-Regional ID for all 21 x LA
1.1.2	Brief PCT, NHS Trusts/other relevant Agencies (NB: PCT or GPs dependent on emerging policy)		1.1.2.a 1.1.2.b 1.1.2.c	Letters to CEs Brief Boards Engage key pers	1.1.2.a 1.1.2.b 1.1.2.c	1. ID trusts 2. All mailed Sub Regional & Met All those ID
1.1.3	Brief Service & Ex-Service Charities/Agencies		1.1.3.a 1.1.3.b 1.1.3.c	ID specific org Letters to org Engage those ID	1.1.3.a 1.1.3.b 1.1.3.c	Pri – National org Pri – National org Pri – National org
1.1.4	Engage Regular and Territorial Army		1.1.4.a 1.1.4.b 1.1.4.c	15 (NE) Bde RFCA Units (tbc)	1.1.4.a 1.1.4.b 1.1.4.c	Estb regular meting Estb regular meting Estb initial meting
1.1.5	Engage Political Members		1.1.5.a 1.1.5.b	Letter to MPs Opportunity meet	1.1.5.a 1.1.5.b	All in Y&H Region Notify engagement
1.1.6	Engage other influential stakeholders e.g. Local Development and Strategic Partnerships		1.1.6.a 1.1.6.b	ID and pursue	1.1.6.a 1.1.6.b	Produce matrix Agree pri to follow up

Key action 1.2: Advocate NHS Pathway and Welfare Pathway Schemes

Actions		Priority Lead	Measures		Objective	
			Ref	Definition	Ref	Outline
Outcome. Relevant public agencies are aware of, and implementing						
1.2.1	Engage with NYCC Pilot Welfare pathway Working Group		1.2.1.a 1.2.1.b 1.2.1.c 1.2.1.d 1.2.1.e	Influence work Engage NYCC lead Engage 15(NE)Bde Engage TA Engage Charities	1.2.1.a 1.2.1.b 1.2.1.c 1.2.1.d 1.2.1.e	Full member of WG Informal meet Informal meet Through RFCA Pri - National
1.2.2	Engage with Humber NHS Foundation Trust and NHS Hull Working Group		1.2.2.a 1.2.2.b 1.2.2.c 1.2.2.d	Influence work Engage NHS lead Engage Svc Med(?) Engage Charities	1.2.2.a 1.2.2.b 1.2.2.c 1.2.2.d	Full member of WG Informal meet Informal meet Pri - National

		Measures		Objective	
Outcome. Promote the strategic intent of schemes with other LA and PCT/NHS Trusts/Agencies					
1.2.4	ID other Trusts/Agencies in Y&H Region		1.2.4	ID all	1.2.4 Matrix by Feb 2011
1.2.5	Prioritise list for engagement		1.2.5	Focus areas	1.2.5 Pri list by Jul 2011
1.2.6	Establish engagement strategy		1.2.6	TBN	1.2.6 Implement Jul 2011 - 2013

Key action 1.3: Influence Departmental policy developments and implementation

Actions		Priority Lead	Measures		Objective	
			Ref	Definition	Ref	Outline
Outcome. Departmental Policy is supportive of veterans and families needs in Y&H Region						
1.3.1	ID gaps in policy directives - Regional impact		1.3.1	Consultation	1.3.1	Letters to MoD; thru SPVA
1.3.2	ID issues in policy delivery - Pers impact		1.3.2	Consultation	1.3.2	Letters to SPVA
1.3.3	VAPC Members to maintain personal currency	All	1.3.3	Pers knowledge	1.3.3	Research e.g. YouGov
1.3.4	Provide objective input to policy development	All	1.3.4	Staff input	1.3.4	Record responses
Outcome. Regional stakeholders in Y&H Region are familiar with the existence of Departmental Policy						
1.3.5	Promote MoD Policy – by engagement (see 1.1)		1.3.3	Stakeholders	1.3.3	Record events

Task 2: Awareness - Raise awareness of veterans' issues and support available

Key action 2.1: Promote entitlements and how to access them

Actions		Priority Lead	Measures		Objective	
			Ref	Definition	Ref	Outline
Outcome. Outreach effected to local veterans communities						
2.1.1	Brief relevant local organisations: entitlements, policy, mechanisms, organisation, initiatives (WP, AFCS, Pathways, SPVA & Welfare Svc)	All	2.1.1.a	Veterans Branch	2.1.1.a	6 (?) x @ Member/year
			2.1.1.b	Army HQ/Unit	2.1.1.b	See 1.2.1.c & d
			2.1.1.c	Civil/Civic	2.1.1.c	4 (?) x @ Member/year
			2.1.1.d	Leaflet drops	2.1.1.d	20 (?) x @ Member/year
Outcome. Issues researched in consultation with partners and objective supporting advice issued						
2.1.2	ID issues experienced by veterans, consult with partners, provide objective advice/comment		2.1.2	All engagements	2.1.2	Record all occurrences (connect section 1.3.4)
Outcome. xxxxx						
2.1.3	Spare					

Key action 2.2: Generate visibility and community engagement in your local area

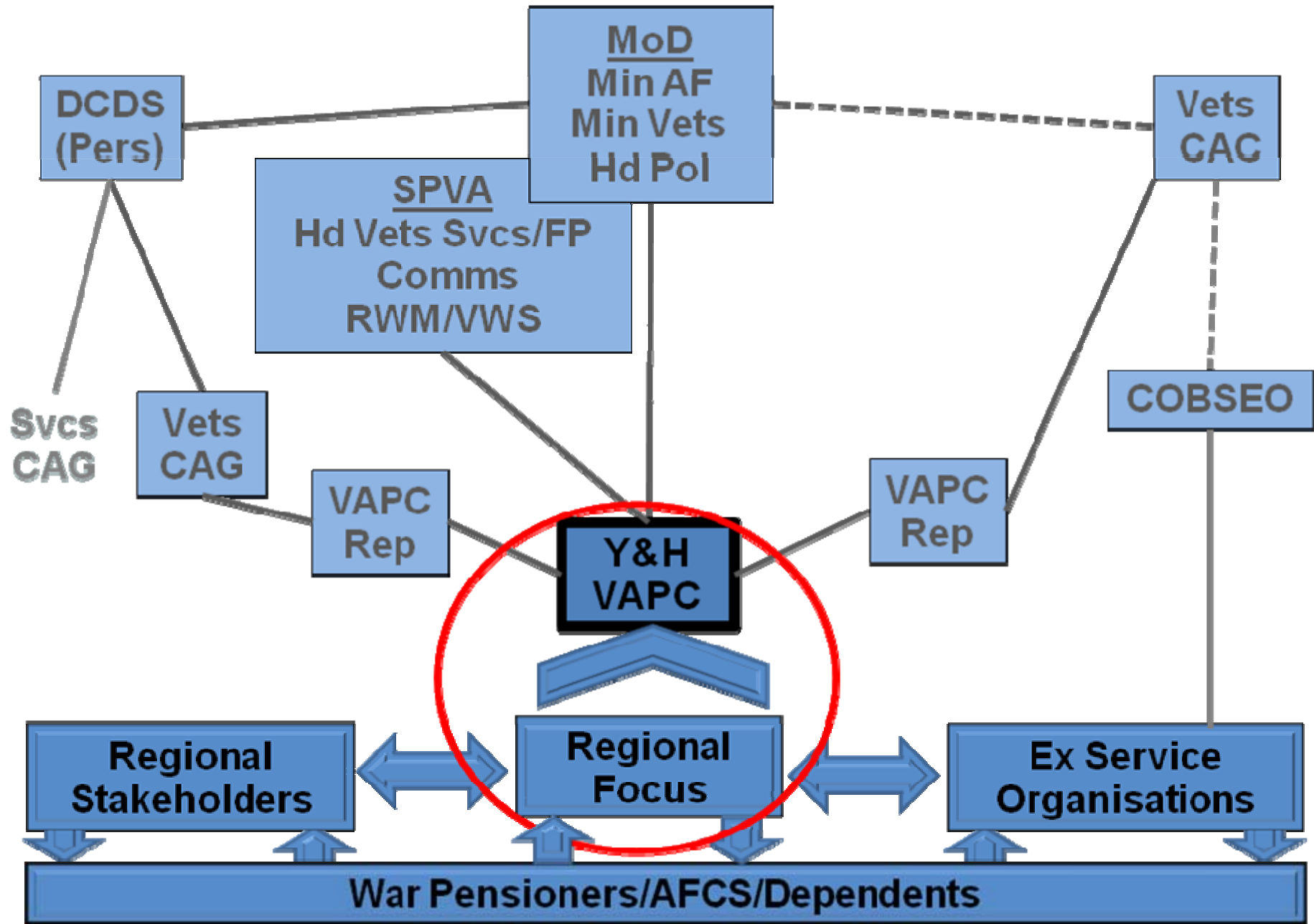
Actions		Priority Lead	Measures		Objective	
			Ref	Definition	Ref	Outline
Outcome. Regional media aware of veterans issues and how to access <i>approved</i> Departmental commitment						
2.2.1	Promote <u>approved</u> relevant items to regional media, specialist media for veterans and Departmental publications; this will include both key messages & individual stories		2.2.1.a	ID key media	2.2.1.a	List for @ sub region
			2.2.1.b	Engage key POC	2.2.1.b	Estb /exchange POC list
			2.2.1.c	ID key messages	2.2.1.c	Committee/SPVA/MoD
			2.2.1.d	Promote key msg	2.2.1.d	4 x article/region/year
			2.2.1.e	Pursue media opp	2.2.1.e	Record attendance
Outcome. Regional veterans events are appropriately supported						
2.2.2	Gain visibility of veteran events in Y&H region and, in consultation with partners, ensure appropriate representation.		2.2.2.a	ID vets champions	2.2.2.a	Produce POC list
			2.2.2.b	ID events planned	2.2.2.b	Produce events list
			2.2.2.c	Issue vets badges	2.2.2.c	Members lead – record

Task 3: Assist - veterans and their family's access support services

Key action 3.1: Ensure support mechanisms are in place and working; in partnership with others

Actions		Priority Lead	Measures		Objective	
			Ref	Definition	Ref	Outline
Outcome. Support structures are fit for role and working effectively						
3.1.1	Monitor Veterans Welfare Service (VWS)					
Outcome. Individuals in legitimate need feel supported and receive appropriate assistance						
3.1.3	Support VWS with Home Visits		3.1.3	Gather info	3.1.3	Record number/type
3.1.4	Refer cases for welfare support		3.1.4.a	ID cases	3.1.4.a	Record number/type
			3.1.4.b	Signpost correctly	3.1.4.b	Record referrals
			3.1.4.c	Confidentiality	3.1.4.c	Data protection
			3.1.4.d	Inform indiv	3.1.4.d	Maintain records
3.1.5	Respond effectively to general enquiries		3.1.5.a	ID cases	3.1.5.a	Record type e.g. WP,AFCS
			3.1.5.b	Signpost correctly	3.1.5.b	Record referrals
			3.1.5.c	Confidentiality	3.1.5.c	Data protection
			3.1.5.d	Inform individual	3.1.5.d	Maintain records
3.1.6	Respond appropriately to complaints received or to requests for involvement in Independent Complaint (ICP) or other panels e.g. WP, AFCS, General, Over/Underpayment		3.1.6.a	Gather info	3.1.6.a	Record type e.g. WP,AFCS
			3.1.6.b	Consult partners	3.1.6.b	Record referrals
			3.1.6.c	Seek advice	3.1.6.c	Maintain records
			3.1.6.d	Recommendation	3.1.6.d	Maintain records
			3.1.6.e	Monitor/Inform	3.1.6.e	Maintain records

Y&H VAPC RELATIONSHIP MAP



Y&H VAPC STAKEHOLDER MAP

