

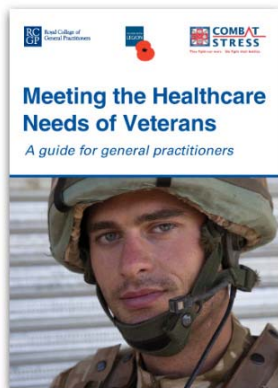


YORKSHIRE AND HUMBER (Y&H) VETERANS ADVISORY AND PENSIONS COMMITTEE (VAPC) GOVERNING DIRECTIVE 2012-13



Y&H VAPC - VISION

Achieved enduring strategic partnerships
with influential regional partners
and advanced a collective agenda to
promote appropriate recognition
for the veterans community



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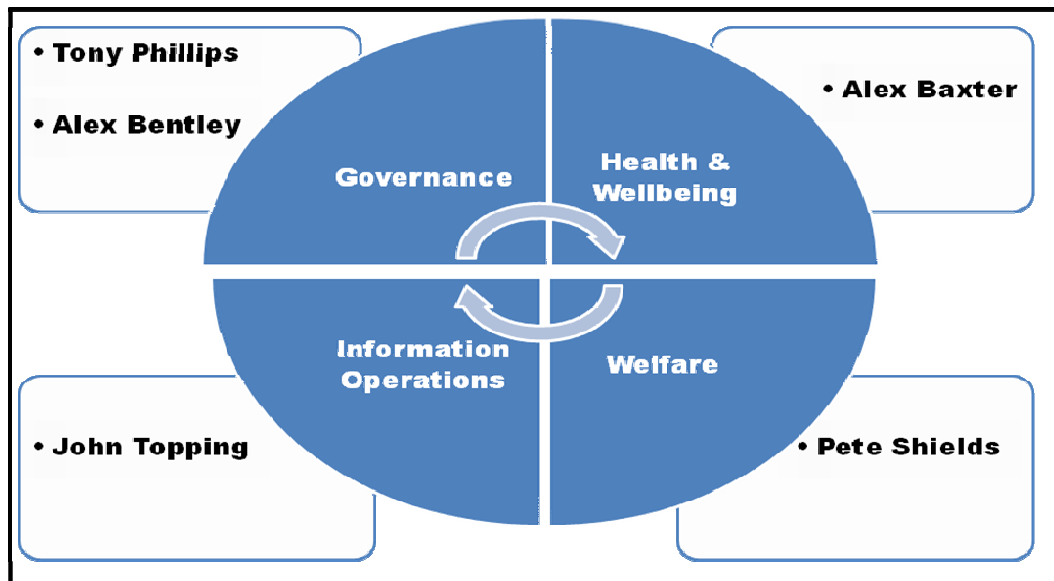
Y&H VAPC – FRAMEWORK PROTOCOL

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 key tasks as follows:
 - **Advising** ~ all public bodies on expectations for veterans and their families under the Armed Forces Covenant and other associated government policies e.g. No health Without Mental Health and Meeting the Healthcare Needs of Veterans publications.
 - **Advocating** ~ raising awareness with public bodies and the local community about particular issues affecting veterans.
 - **Assisting** ~ and providing guidance on accessing public services, assisting with claims and complaints (including War Pension and Armed Forces Compensation Schemes) and in ensuring other mandated services e.g. VWS, are appropriately focused.
3. **Tasks and Objectives.** Members shall commit to taking forward the Y&H VAPC **Action 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. They are to actively seek out issues facing veterans and their families and collect objective evidence to support proposals to advance resolution of those issues.
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 "VAPC 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 issues pursued within sub-groups are to be placed on the VAPC Website (contained in Veterans UK Website), once that is launched and on the Y&H VAPC Google site until then. Basic information about the Y&H VAPC structure, organisation and its current membership is also to be posted.
6. **Veterans Welfare Service.** Y&H VAPC is to work collaboratively with the SPVA Veterans Welfare Service (VWS), Regional Welfare Centre and the regional VWS Office to assist them ensure needs of veterans and their families are appropriately met, focused on regional needs/services.
7. **Regional Forums.** Y&H VAPC has established permanent representation on behalf of veterans on the regional NHS Armed Forces Network, the Local Authority Armed Forces Covenant Forums and also on the MoD Regional Brigade Armed Forces Boards. They also work in partnership with many other ex-service charities and agencies offering support. Members allocated to represent Y&H VAPC on these forums are to ensure outcomes are briefed to main Y&H VAPC Committee meetings and any necessary actions arising against Y&H VAPC are actioned.

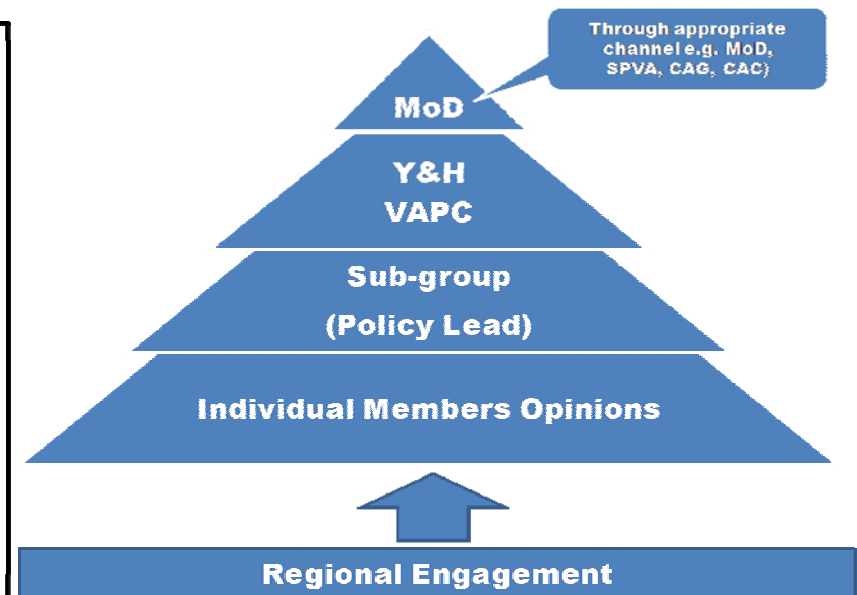
8. **Training/Familiarisation.** Members shall ensure they are sufficiently informed to perform their role through maintaining currency by personal research and, in conjunction with SPVA and other VAPCs, complete training/briefing to cover areas of responsibility.

9. **Structure/Membership.** The establishment of Y&H VAPC is a Chair plus 15 Members although there is authorised capacity for up to a total of 20; additional co-opted members may be appointed by agreement for specific tasks/projects and may be called upon by sub-group leads. It is possible that Y&H VAPC will recruit an additional 2 Members in Sep/Oct 12. All activity is supported an Administration lead 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 as outlined in the Action Plan below. These sub-groups, illustrated below, will operate under the hierarchy also illustrated below, according to their Terms of Reference (TOR) specified in the next section.

Y&H VAPC – SUB GROUPS AND LEADS 2012-13



Y&H VAPC POLICY FEEDBACK TREE



10. **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. They are to ensure all such engagements are notified to either the Chair or the Secretary.

SUB-GROUP TOR

1. **General Arrangements.** Sub-Groups 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-Groups should have relevant expertise and be given sufficient information/appropriate support to carry out their duties. This document should be consulted by sub-groups who are to notify Y&H VAPC of any barriers limiting their operation and are to brief Y&H VAPC on progress at every meeting to ensure VAPC is informed of progress, consider proposals and ratify decisions taken by sub-committees within TOR as Y&H VAPC remain responsible for all decisions taken.

2. **Process.** Sub-groups Leads will identify their own methodology, providing auditable, evidence based conclusions and measures of effect through reporting at Y& H VAPC Committee Meetings and so also supporting the principle of transparency; they are to actively network with appropriate, trusted and accredited agencies and organisations within their areas of interest.

3. **Direction.** Sub-Groups to work between Meetings to advance objectives, cement standing as trusted advocates, collect objective evidence (rather than anecdote) and develop proposals to deliver Vision. They are to establish collaborative relations with stakeholders; whilst assertive engagement may prove necessary on occasion, we must be seen as constructive agents or risk exclusion from the forums where we can make a difference. Welfare and Information Operations underpins our fundamental raison d'être. Sub-Groups are to operate within following criteria and ensure they are regularly reviewed by Y&H VAPC:

Sub Group	Chairs Intent	Action Plan Ref #
Governance (& Policy)	Develop governance mechanism to demonstrate regional transparency of Y&H VAPC agenda and ensure respected representation on all influential regional forums in order to make certain appropriate consideration is accorded and promote policies to achieve sustainable, enduring support for veterans.	1.1 – 1.6 1.8 – 1.9 1.12
Welfare	Work collaboratively with SPVA to ensure statutory agencies discharge their services in the most effective manner within our region and provide an accessible, approachable channel through which veterans facing challenges can without difficulty seek resolution.	2.1 – 2.6
Health (& Wellbeing)	Provide effective representation on regional NHS Armed Forces Network in order to promote veterans considerations in all areas of health and wellbeing policy; to establish the real concerns of the veterans community in this area and present objective evidence to support policy improvements.	3.1 – 3.7
Information (Operations)	Pursue information campaign to promote value of Y&H VAPC in advancing recognition for the veteran's community and develop the means to gather objective information regarding what concerns them in order to be able to articulate issues in evidence based recommendations.	1.7, 1.10, 1.11 3.8

ACTION PLAN - PRIORITY TASKS & ACTIONS

Key Task 1: Ensure transparent governance and effective representation within region

Key Actions		Measures
Outcomes:		
<ul style="list-style-type: none"> • Influential regional stakeholders know what a veteran is, what their needs are and what VAPC role is. • Y&H VAPC Governance protocols, Minutes and associated working documents publicly accessible through Veterans UK Web Site. • Achieve lasting, sustainable provision of veterans support and promote advancing the AF Covenant agenda. • Ensure public are aware of support and achievements within regional stakeholders on behalf of veterans. 		
1.1	Ensure representation on all 15 x LA AFBs	Record % Achieved; Gauge effect
1.2	Ensure representation on all 9 x MoD AFFs	Record % Achieved; Gauge effect
1.3	Ensure veterans input to JSNA & LA Health & Wellbeing Boards Action Plans	Record Consultations
1.4	Ensure other influential regional stakeholders are engaged (see stakeholder map)	Record Numbers
1.5	Influence AF Covenant Bids as a trusted advisor to protect veterans interests	Record achievements by LA
1.6	Encourage exchange of best practice to avoid “post code” lottery support for veterans and to combat duplication	Record achievements by LA
1.7	Identify, through information operations, gaps and inequalities and promote support available	Record Approaches
1.8	Promote solutions to any gaps or inequalities discovered and supported by evidence	Record Interventions made
1.9	Collaborate with others to promote the achievements of regional stakeholders in support of veterans	Record Approaches
1.10	Reach out to veterans and their dependents and find out what they actually want, identify opportunities to do so	Record Approaches
1.11	Promote and support any Open Day or similar events in support of veterans and strive for VAPC representation	Record achievements by LA
1.12	Investigate potential for regional business community to contribute to the veterans agenda	Record Approaches

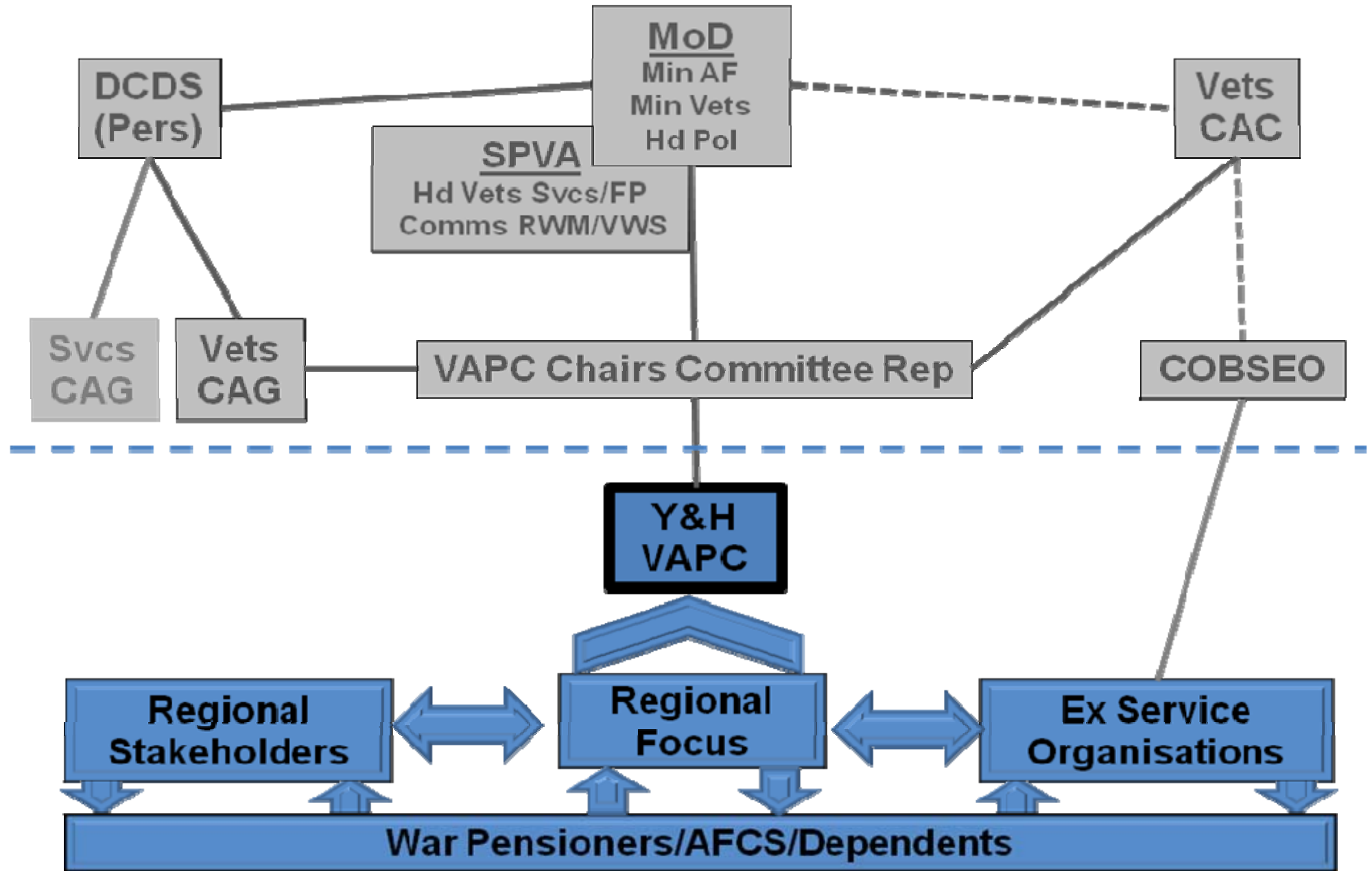
Key Task 2: Ensure appropriate welfare support for veterans community within region

Key Actions		Measures
Outcomes:		
<ul style="list-style-type: none"> • Veterans in the region know pathways to help and can access VAPC support if appropriate, signposting promoted • Government agencies supporting veterans independently monitored, with any necessary recommendations supported by objective evidence 		
2.1	Effectively intervene in challenging individual cases appropriately referred	
2.2	Ensure constructive, evidence based, recommendations are provided to SPVA if any inappropriate interventions occur	
2.3	Establish a process is established and executed to ensure the VWS monitoring mandate is effectively discharged	
2.4	Collaborate with VWS to identify contractual or structural constraints on veterans support - develop recommendations	
2.5	Investigate pathways within the region and identify any inequalities or gaps with objective evidence	
2.6	Access and Review customer service and satisfaction surveys - make assessments for VAPC on how to improve	

Key Task 3: Ensure regional health & wellbeing plans and policies support AF Covenant and associated initiatives

Key Actions		Measures
Outcomes:		
<ul style="list-style-type: none"> • Established as effective advocate on NHS AFN, including maintaining this position through NHS re-organisation/restructuring • Ensure the spirit and intent of NHS Operating Framework (Veterans), Meeting the Healthcare Needs of Veterans, No Health Without Mental Health and both the Murrison and Boyce Reports are uniformly applied in the region to avoid any “post code” lottery in veterans health support 		
3.1	Work to protect our position during NHS restructuring in order to continue representing veterans effectively	
3.2	Strive to assist NHS professionals, and GPs in particular, deliver against policies	
3.3	Maintain visibility of new NHS commissioning processes regarding veterans to ensure their interests are protected	
3.4	Liaise with MoD to establish protocols to ease pathways for transition from military service into civilian life	
3.5	Contribute effectively to the debate on information/data exchange protocols in order to ensure veterans best supported	
3.6	Secure representation on LA Health & Wellbeing Boards, or routes to influence their agenda	
3.7	Consult veterans, their carers and others to identify areas that concern them most, provide evidence to support that	
3.8	Promote the achievements of health/wellbeing stakeholders in the domain in support of veterans through their media	

Y&H VAPC - RELATIONSHIP MAP



Y&H VAPC - STAKEHOLDER MAP

