

DRAFT
PID
11/4/01

BACKGROUND TO PROJECT'S PROJECT AIMS

Delivering the Troubles with... the Office of the First Minister and Deputy First Minister (OFMDFM) is undertaking an external evaluation of services provided to victims of the Troubles.

The aim of the study is to provide a baseline of information on the range and quality of services provided to victims. This will provide a comparison point for a future assessment of improvements in services for victims and an indication of the priority areas for improvement.

The terms of reference supplied by OFMDFM specified that the consultants should develop and apply a methodology to capture the views of victims of the Troubles about the services they need, and the range and quality of services currently provided.

The study should also include a review of current provision to victims and identify any gaps in services provided.

OFMDFM

An Evaluation of Services to Victims of the Troubles

Project Initiation Document (PID)

1. BACKGROUND TO PROJECT & PROJECT AIMS

Deloitte & Touche was recently commissioned by the Office of the First Minister and Deputy First Minister (OFMDFM) to undertake an external evaluation of services provided to victims of the Troubles.

The aim of the study is:

“to provide a baseline measure of the views of victims on the range and quality of services provided for them. This will provide a comparison point for a future assessment of improvements to services for victims and an indication of the priority areas for improvement”.

The terms of reference supplied by OFMDFM specified that:

- the consultants should develop and apply a methodology to capture the views of victims of ‘the Troubles’ about the services they need, and the range and quality of services currently provided;
- include victims who may not have an affiliation with any specific victims groups;
- capture a comprehensive and representative sample of views in terms of geography (particularly rural/urban) and political viewpoint;
- assess victims’ perceptions of how government has addressed the provision of services for victims, focusing primarily on matters which are the responsibility of the NI Assembly;
- determine the current level (to be used as a baseline) of victims’ overall satisfaction with the government’s response to the needs of victims. (The study should examine the feasibility of developing a ‘satisfaction scale’ which could be used in follow-up research);
- identify any gaps in service provision; and
- make recommendations on the future provision of services including:
 - the roles of the statutory and voluntary sectors; and
 - priority areas for government intervention and funding.

2.0 DEFINITIONS TO BE USED DURING THE EVALUATION

2.1 Victims

The definition of 'victims of the troubles' has become a contested and politicised issue resulting in an ambiguous distinction between victim and perpetrator. Bloomfield provides the following definition:

"those who died as a consequence of conflict; and the surviving injured and those who care for them, together with those relatives who mourn their dead" (Bloomfield Report: 1998, 2.2 and 2.13).

Deloitte & Touche will adopt Bloomfield's definition when selecting groups and individuals for consultation during the field work aspects of this evaluation. It is recognised that the adoption of this definition will mean that a number of groups and individuals who define themselves as victims (e.g. ex-prisoners who have not been injured and who have not lost relatives in death as a consequence of conflict) will not be incorporated within the study. However, as the aim of this evaluation is to provide a baseline measure of the views of victims on the range and quality of services provided for them, adoption of the Bloomfield definition is considered valid, as it is this definition that is used by public bodies to allocate funds and service provision to victims.

modified slightly

(To be discussed with Fergus Devitt) ✓

2.2 Victim Groups

Groups that have been formed to represent the views and needs of victims.

2.3 Affiliated Victims Groups

(To be discussed with Fergus Devitt) ✓

2.4 Non Group Affiliated Victims

(To be discussed with Fergus Devitt) ✓

2.5 Victim Support Organisations

Public, Private, Community and Voluntary organisations that have been formed to provide funding and other services to victim groups and non-group affiliated victims.

3. METHODOLOGY

The key methodologies that will be employed to meet the objectives of the assignment are set out in the research proposal dated 2 February 2001. These include:

- liaison with OFMDFM victims unit to identify all relevant victims support organisations;
- consulting with representatives of relevant victims support organisations to:
 - identify the level and detail of profile information that each organisation can provide on victims and/or the information that Deloitte & Touche can make use of (i.e. groups and/or individuals);
 - key areas of service provided to victims by government and other sources; and
 - areas where improvements in service provision have taken place, and still need to take place.
- developing a database of victim groups, identifying the quantum of groups, the geographical distribution of victim groups (encompassing an analysis of rural/urban split), a profile of the perceived political viewpoint and experience of victimhood of groups (where applicable); main sources of funding of victim groups;
- producing a typology of services to victims on location and coverage, date of establishment/initiation of service, type of service provider (i.e. public, community/voluntary or private), type/range of service (i.e., generic or specialist provision), basis of funding provided;
- assessing the views of group affiliated victims by holding six focus groups at locations throughout Northern Ireland;
- issuing of targeted public advertisements requesting written submissions on identified key research issues by those victims who are not group affiliated and analysing responses;
- utilising members of the victims support network to identify numbers of non group affiliated victims and to identify those who would be willing to participate in focus group discussions;
- assessing the views of non group affiliated victims by holding six focus groups at locations throughout N.I.;
- using qualitative information gained from focus groups to formulate two separate questionnaires for dissemination to all identified victims groups and to those victims who are not affiliated to groups;
- presentation of the survey and focus group results at a steering group workshop; and

- development of draft and final reports that will include an assessment of the feasibility, merits and if applicable the demerits of developing a “satisfaction scale” for use in future research.

3. IMPLEMENTATION NEEDS AND PROJECT CONSTRAINTS AND RISKS

3.1 Information and Assistance Required

In order to carry out the above, the following will be required:

- contact details of victims groups from victims support organisations;
- details of victims support organisation service provision;
- willingness of victims support organisations to ^eliaison with non-group affiliated victims to obtain consent for participation in the study;
- copies of documentation supporting ^dbids by OFMDFM for funding of victims; and
- copies of relevant research reports ^{on victims} commissioned by VLU and the Research Branch of OFMDFM.

typo!

None?

3.2 Constraints

The key constraint impacting on the evaluation relates to the extent, completeness and availability of information held and made available by victim support organisations on group and non-group affiliated ^{victims}. Access to groups/individuals and their selection for consultation will be dependent on the information provided by victim support organisations.

Our methodology has been designed to ensure inclusivity and we would emphasise ^ethe importance of regular contact with OFMDFM to ensure access to groups and information.

3.3 Risks

Press advertisement responses – information resulting from responses to press advertisements cannot be validated (i.e. it can not be guaranteed that respondents meet the working definition of a ‘victim’ of the troubles).

self-selects

4.0 Project Plan

The outline **project stage plan** is produced below.

Project Stage Plan		
Tasks	Activities	Outputs/Timing
Stage 1 - Project initiation	<ul style="list-style-type: none"> ▪ Meeting with Project Steering Group 	<ul style="list-style-type: none"> ▪ Project Initiation Document by 13 April 2001
Stage 2 - Baseline Service Provision	<ul style="list-style-type: none"> ▪ Consultation with representatives of victims support organisation ▪ Collection and collation of contact information for victims groups ▪ Development of a typology of services to victims 	<ul style="list-style-type: none"> ▪ Week Beginning 23 April ▪ Week beginning 23 April ▪ Week beginning 30 April
Stage 3 - Assessment of Group Affiliated Victims Perceptions of Service Provision	<ul style="list-style-type: none"> ▪ Selection of focus group attendees ▪ Carrying out of six focus groups ▪ Collation and analysis of focus group data 	<ul style="list-style-type: none"> ▪ Week beginning 07 May ▪ Week beginning 14 May ▪ Week beginning 28 May
Stage 4 - Assessment of Non Affiliated Victims Perceptions of Service Provision	<ul style="list-style-type: none"> ▪ Placement of advertisements with local and regional press/publications ▪ Carrying out of 6 focus groups ▪ Collation and analysis of focus group data ▪ analysis and summary of written submissions 	<ul style="list-style-type: none"> ▪ Week beginning 30 April ▪ Week beginning 14 May ▪ Week beginning 28 May ▪ Week beginning 04 June
Stage 5 - Questionnaire Development and Pilot	<ul style="list-style-type: none"> ▪ Development of group and individual questionnaires ▪ piloting of draft questionnaire with representatives of 6 victims groups and 12 non group affiliated victims ▪ review of feedback from the piloting of questionnaires 	<ul style="list-style-type: none"> ▪ Week beginning 04 June ▪ Week beginning 11 June ▪ Week beginning 18 June
Stage 6 - Questionnaire Dissemination and Analysis	<ul style="list-style-type: none"> ▪ Formulation of final questionnaires ▪ Dissemination of questionnaires to all identified contacts ▪ analysis of survey responses 	<ul style="list-style-type: none"> ▪ Week beginning 18 June ▪ Week beginning 18 June ▪ Week beginning 02 July
Stage 7 - Steering Group Workshop	<ul style="list-style-type: none"> ▪ Workshop meeting with steering group 	<ul style="list-style-type: none"> ▪ Week beginning 02 July
Stage 8 - Report Formulation	<ul style="list-style-type: none"> ▪ Draft Report formulation ▪ Final Report formulation ▪ Presentation of final conclusions and recommendations 	<ul style="list-style-type: none"> ▪ Week beginning 02 July ▪ Week beginning 09 July ▪ Week beginning 09 July

*OFMDFM - Evaluation of Services to Victims of the Troubles
Project Initiation Document*

5.0 MANAGEMENT ARRANGEMENTS

5.1 Project Management Roles

Quality assurance – Mrs J Henry, Deloitte & Touche

Day-to-day liaison – Dr P Quirk, Deloitte & Touche and ~~Dr S Donnelly~~, OFMDFM;

Project management – Dr P Quirk, Deloitte & Touche, Dr S Donnelly, OFMDFM and Mr F Devitt OFMDFM.

Project steering group/reference group (overseeing evaluation process) -

(To be developed and agreed with Fergus Devitt)

B. Duffy

role to be defined explicitly in TOR

5.2 Project Controls

Meetings of the Project Steering Group at the completion of each key stage of the evaluation (see Section 4.0)

E-mailed bi-weekly updates from Deloitte & Touche to Dr S Donnelly, OFMDFM and Mr F Devitt OFMDFM.

** ASD*

5.3 Payment Schedule

£6,990 (plus VAT and Expenses) upon submission and agreement of the PID;

£6,990 (plus VAT and Expenses) upon completion of Stage 2;

£13,980 (plus VAT and Expenses) upon formulation and agreement of final survey questionnaires (Stage 6); and

£6,990 (plus VAT and Expenses) upon completion and agreement of the Final Report.

5.4 Quality Review Mechanism

Reference [steering group] meetings will provide this role.

5.5 Change control mechanism

Project Steering [Reference] Group.

Appendix I – Victims Support Organisations

The Victims Unit of OFMDFM

The Northern Ireland Voluntary Trust (NIVT)

The Victims Liaison Unit (VLU)

database of orgs.

The Community Relations Council (CRC)

Victims Support Northern Ireland

Health and Social Services Board Trauma Advisory Panels

Derry, Belfast, Dungannon, Fermanagh and Armagh District Partnership Victim Support Officers

The Northern Ireland Memorial Fund (NIMF)

The Northern Ireland Human Rights Commission

NOVA, Portadown

Victims + Survivors
Ops known to the
VLU.

list of victims