



Fergus Devitt
14/06/01 08:40

To: Bernie Duffy/OFMDFM/DFP@DFP, Stephen
Donnelly/OFMDFM/DFP@DFP
cc:
Subject: Victims Telephone Survey

Bernie/Stephen

Any last thoughts on the questionnaire/covering letter? I'm here until 11.15 - after that can you
liaise with Caroline. Thanks.

Fergus

----- Forwarded by Fergus Devitt/OFMDFM/DFP on 14/06/2001 08:43 -----



"Mackin, Declan (UK - Belfast)" <dmackin@deloitte.co.uk> on 13/06/2001
19:08:00

*No
further
comments*

BD 13/6

To: fergus.devitt@ofmdfmi.gov.uk, Caroline.Evans@ofmdfmi.gov.uk
cc: cg.knox@ulst.ac.uk, "Quirk, Padraic (UK - Belfast)" <pquirk@deloitte.co.uk>

Subject: Victims Telephone Survey

Dear Caroline and Fergus

Please find attached a draft of the letter that is to be forwarded to
groups re the above and a revised version of the questionnaire.

Could you get back to Padraic tomorrow morning (Thursday 14th June
(am))

with any amendments to the letter.

Regards
Declan.

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 - question1.doc

 - lettert0.doc

«Title» «Firstname» «Surname»

«Organisation»

«Address1»

«Address2»

«Address3»

«Address4»

«Postcode»

14 June 2001

Our Ref: PCVHDM3

Dear «Title» «Surname»

Re: Evaluation of Services to Victims of the Troubles

As you will already be aware, Deloitte & Touche has been commissioned by the Office of the First Minister and Deputy First Minister (OFMDFM) to undertake an assessment of services provided to victims/survivors of the Troubles. The aim of this study is:

- to provide the Government department that has responsibility for victims' issues with a detailed assessment of the range and quality of services currently provided to this sector; and,
- to identify where current service provision is inadequate, so that Government can direct future public money to services to meet unmet needs.

In carrying out the first stage of our work, we conducted a number of focus group meetings with members of victims and survivor groups. The feedback gained from these meetings, which has been valuable in its own right, has been used to develop a questionnaire that will be used to carry out a telephone survey.

The survey will provide all groups, including those who have not been able to attend the focus group meetings, with an opportunity to provide their views on services to victims/survivors of the troubles. This stage of the process is critical to ensuring that the views of groups are fully reflected back to OFMDFM.

A member of our project team will contact you on Tuesday 19th June to ask you if you are willing to take part in this survey and, if you are, to make an appointment with you to complete the telephone questionnaire.

Please note, that all responses obtained during the telephone survey will be treated as highly confidential and that neither your name, nor your group's name, will be linked to any response you make during your conversation with the interviewer. Completion of the questionnaire should take no more than 15 minutes.

We look forward to speaking with you and thank you for your co-operation and assistance to date.

Yours sincerely

Dr Padraic Quirk
Project Manager

VICTIMS GROUPS TELEPHONE QUESTIONNAIRE

Name of Group:
Name of Interviewer:
Name of Interviewee:
Position in the Group:
Date of Interview:

Background to Group & Service Provision

1. When was your group established in its current format?
2. What geographical areas does your group serve?
(Interviewer to note urban/rural split)
3. What are the key services your group provides for victims?
(Interviewer to note that this question relates to uptake of services)
4. How would you prioritise these services in terms of the needs of victims?
(Interviewer - ranked list of services in response to question 3)
5. What services are provided and how well are they used?
(Interviewer should try to get a breakdown of usage by service offered)
6. Do you work closely with other groups and what is the nature of work with other groups?
(Interviewer should try to establish name(s) of groups worked with)
7. Is there a local/regional victims' network which you attend or contribute?
Yes (please list)
No
8. How many full and/or part time employees has your group?
9. How many full and/or part-time volunteers has your group?
10. What training have your employees/volunteers received to assist them in their work?

11. What training needs does your employees/volunteers have?

12. What is the annual expenditure of your group?
(Interviewer to note that this includes salaries)

13. What are the main funding sources?

14. Typically, what is the profile of your users?
(by age, gender, victimhood / survivor status)

15. Do you have plans to develop your current range of services?

Yes (please state)

No

Services used by groups

16. Which services does your group use in:

- (a) the **statutory sector** (e.g HSS Trusts, NIHE, Schools, Victims Unit, Social Security Agency)
- (b) in the community/voluntary sector (e.g. NIVT, CRC, Trauma Advisory Panels etc.)

17. How satisfied are you with the services provided by agencies at 16a & 16b.

Organisation	Very Satisfied	Satisfied	Dissatisfied	Totally dissatisfied	No opinion

18. How satisfied are you with services provided in general by the devolved administration?

Referrals to Groups

19. Does your organisation receive referrals for use of your services from external bodies/agencies?

20. What is the nature of the referral (e.g., counselling, alternative therapies etc) and rank referrals in order of frequency?

Non-Users

21. Why in your opinion do some victims not use the services that your group provides?

22. How best could the needs of non-users be met?

Gaps in Services

23. Considering services provided by both the statutory and voluntary/community sectors, what are the main gaps in service provision?

24. Who is best placed to fill these gaps?

25. Do you feel some groups receive a better service from government than others?

26. Which groups would you see as receiving the best services?

27. Why do you feel they get a better service?

28. Do you have any suggestions for improving the current structure of service provision to victims groups?

Thank you for your time in asking these questions. The results of this questionnaire will be included in the findings of the Victims Research project funded by the Victims Unit in OFM&DFM.

Colin Knox
Padraic Quirk
8th June 2001