



# Analysis of Current Service Providers

Prepared for the **Commission for Victims and Survivors** By the  
Northern Ireland Statistics & Research Agency

June 2011



## **Acknowledgement**

The authors would like to thank all those in the contacted organisations who gave up their valuable time to provide the information requested. This report would not exist without their participation and knowledge.

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June 2011

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## 1.0 Introduction

The Commission for Victims and Survivors (CVS) was established in 2008 to promote the interests of victims and survivors of the conflict. Northern Ireland government recently adopted a ten-year strategy for Victims and Survivors, and a Victims and Survivors Service is set to be implemented.

The Commission for Victims and Survivors is currently working on compiling a Comprehensive Needs Assessment (CNA) for Victims and Survivors. That document will be key to informing the development and establishment of the new Victims Service. As part of the CNA, the Commission appointed the Northern Ireland Statistics and Research Agency (NISRA) to carry out a survey to help establish the level of current service provision in the Community and Voluntary Sector in relation to services provided for Victims and Survivors.

The Commission for Victims and Survivors provided NISRA with a list of organisations who it understood were currently providing services to Victims and Survivors. An advance letter was issued to these organisations by the CVS informing them of this research and requesting their assistance and participation. NISRA staff then made contact with the organisations by telephone and collected information on a broad range of issues, including the following:

- The types of services provided (eg Counselling, Advocacy, Story-telling, Youth Programmes etc.)
- For each of the services provided: the nature of the provision (i.e. one-off, weekly / monthly, block basis etc.); the number of service users; and details of any relevant industry standards or established principles applied in the delivery of these services
- The total number of individuals using the services overall
- The number of staff involved in delivering the services and whether they are paid employees, contracted, or volunteers.

It is intended that the CVS will incorporate the findings from this data collection exercise in the Phase II Report of the Comprehensive Needs Assessment which is due to be completed by the end of September 2011.

## 2.0 Overview

It is known that a wide range of organisations currently provide services for victims and survivors in Northern Ireland. However, there is no fully comprehensive co-ordinated listing of such organisations, or the services that they provide. The Commission for Victims and Survivors (CVS), therefore, provided NISRA with a list of organisations from its own database. This list was drawn up from contacts between the CVS, the organisations themselves and representatives from the sector. This list included 89 organisations together with their key contact details.

The primary purpose of this data collection is to obtain an overview of the number of organisations providing services to victims, the nature of the services provided and an estimate of the scale of service provision including the numbers currently availing of such provision as well as any evidence of unmet demand. The CVS and NISRA jointly agreed the detail of the information that would be sought. A copy of the data collection template is provided in Annex 1.

Over a 7 week period in April and May 2011 NISRA attempted to contact the 89 organisations on the CVS list. Of this original list of organisations contacted 61 completed the survey. Every effort was made to include the remaining 28 organisations who ultimately did not participate in the survey; however a range of issues did not make this possible. These issues included 8 organisations where no contact could be made after at least 4 attempts, 9 organisations who said they did not currently provide services to victims and survivors, and 11 organisations who could not participate because they were busy or contact was not available.

The figures provided in the remainder of this report, thus, relate to the 61 organisations that were successfully contacted and stated that they were currently providing services to victims and survivors.

Figure 1 provides an insight into the geographical spread of the organisations initially contacted to input to this analysis of service providers. The figure details those organisations who completed the survey, organisations who do not provide services to victims and survivors, and organisations who did not complete the survey.

**Figure 1: Organisations contacted (Northern Ireland)**

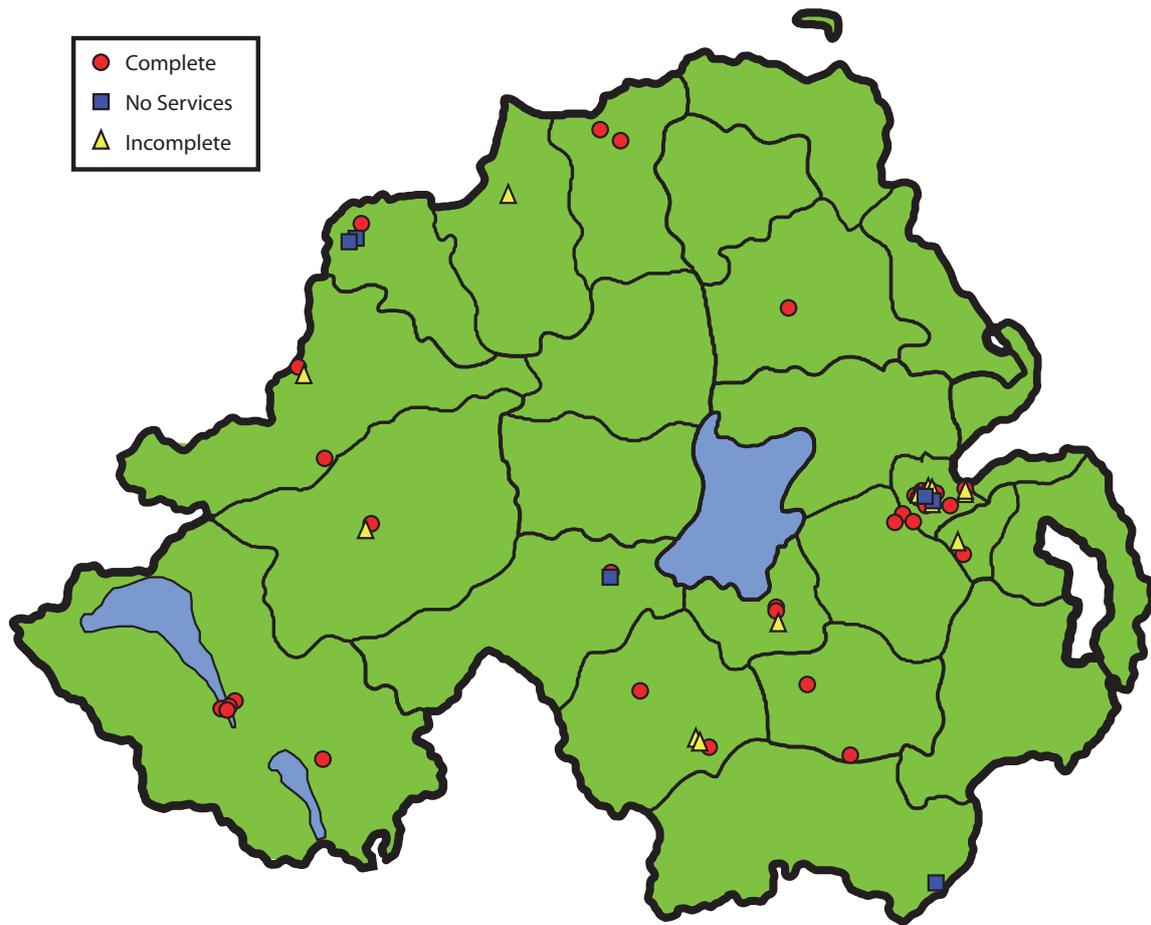
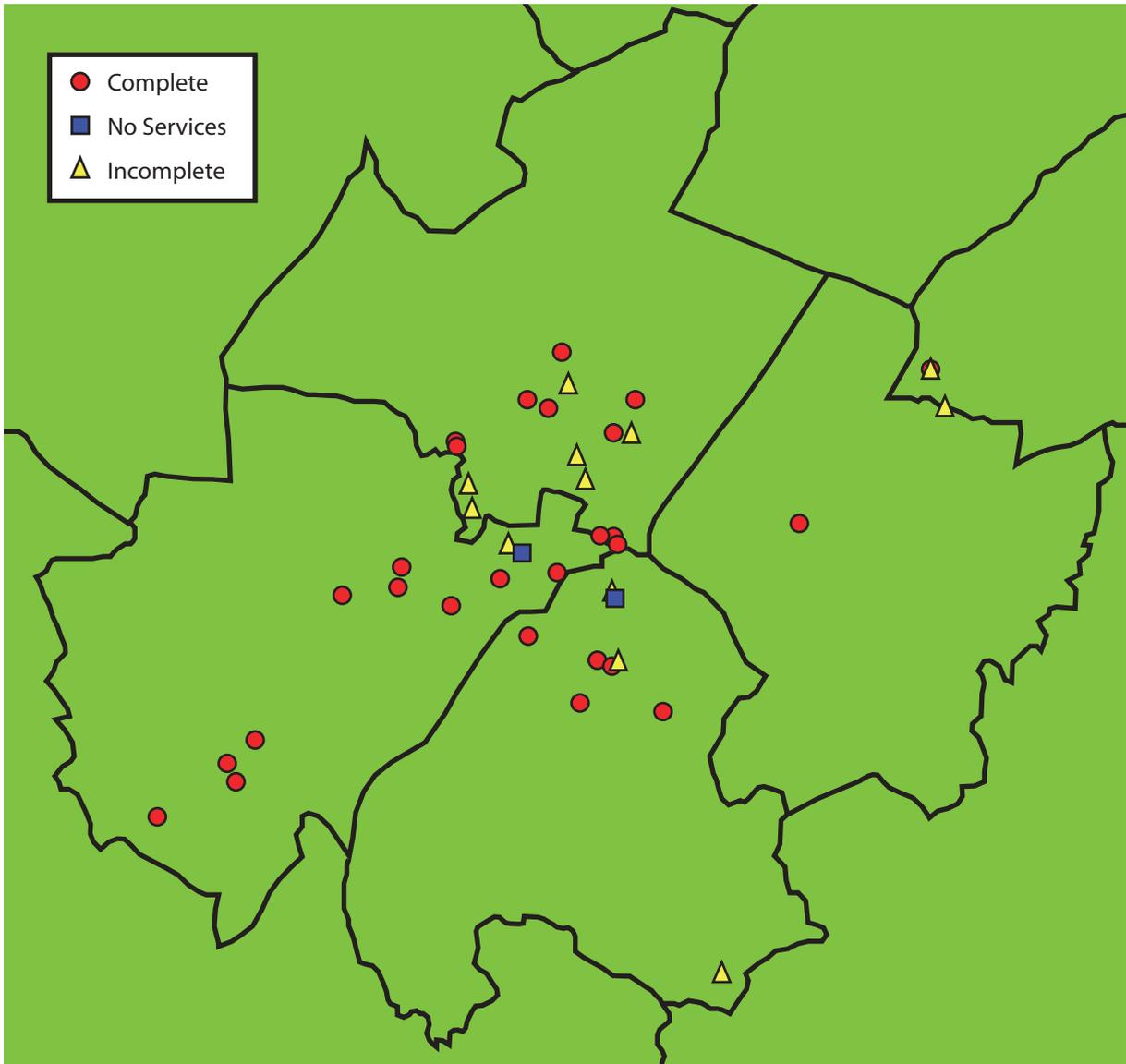


Figure 2 further supplements the previous figure, given the high proportion of organisations based in the greater Belfast area.

**Figure 2: Organisations contacted (Greater Belfast)**



### 3.0 Source of funding

Of the 61 organisations contacted, 34 are funded from one source only, 17 from two sources, while seven organisations are currently funded from three or more sources for the provision of services to victims and survivors. A further three said they didn't currently receive funding.

The source of funding for the 34 organisations in receipt of single funds are presented in Table 1.

**Table 1: Funding Sources for organisations in receipt of single funds**

Source of funding	Number of organisations
Community Relations Council	14 (41%)
Peace III European Programme	8 (24%)
Government Department or other Statutory body	5 (15%)
Other	7 (21%)
<b>Total</b>	<b>34</b>

*Base=34*

Of the 34 organisations funded from one source only, most were providing a range of services to victims and survivors. Indeed only three out of these 34 organisations focused on providing only one service.

Table 2 presents the sources of funding for all 61 organisations. This shows that over half of these organisations are currently funded by the Community Relations Council. It should be noted that the figures in Table 2 total more than 61 as it includes all the funding sources for the 24 organisations in receipt of funding from more than one funding provider.

**Table 2: Funding Sources for all 61 organisations**

Source of funding	Number of organisations
Community Relations Council	33 (54%)
Peace III European Programme	22 (36%)
Government Department or other Statutory body	20 (33%)
Other	19 (31%)

*Base=61*

## 4.0 Current service provision

Through previous work on the Comprehensive Needs Assessment, the CVS had identified an extensive list of the types of services that could be provided by the sector. This list was provided to NISRA and each of the contacted organisations were asked if they provided any out of a list of 20 possible services. The 20 services were:

- Counselling
- Meeting others with shared experiences
- Physical health assistance
- Help with understanding the legal system
- Having someone act on your behalf
- Benefits advice
- Befriending
- Direct financial support
- Respite care
- Confidence building
- Remembrance
- Employment advice
- Complementary therapies
- Information on grants
- Training
- Education
- Youth programmes
- Story-telling
- Psychotherapies
- Debt advice

Most of the responding organisations provided a range of services for victims and survivors, although five organisations currently provided only one service. Two of these five organisations currently provide Counselling services; one provides Complementary therapies; another specialises in Music Therapy whilst the fifth organisation focuses on the provision of a Story-telling service.

**Table 3: Number of services provided**

Number of services	Number of organisations
One service	5 (8%)
Two to five services	10 (16%)
Six or more services	46 (75%)
<b>Total</b>	<b>61</b>

*Base=61*

As most of the organisations currently provide more than one service, the remaining figures in this section will sum to much more than 61.

The services that are currently provided by most (i.e. more than half) of the organisations are Confidence building; Training; Meeting others with shared experiences; Counselling; Remembrance; Education; and Complementary therapies.

**Table 4: Service provision by service type and number of organisations**

Service	Number of organisations providing this service
Confidence building	50 (82%)
Training	43 (70%)
Meeting others with shared experiences	40 (66%)
Counselling	37 (61%)
Remembrance	35 (57%)
Education Benefits advice	33 (54%)
Complementary therapies	31 (51%)
Having someone act on your behalf	29 (48%)
Befriending Respite care	27 (44%)
Story telling	27 (44%)
Psychotherapies	26 (43%)
Youth programmes	26 (43%)

Help with understanding the legal system	21 (34%)
Information on grants	21 (34%)
Employment advice	20 (33%)
Other	20 (33%)
Physical health assistance	19 (31%)
Respite care	18 (30%)
Benefits advice	15 (25%)
Debt advice	11 (18%)
Direct financial support	6 (10%)

*Base=61*

Relatively fewer organisations are currently providing direct financial support; debt advice or benefits advisory services for victims.

In autumn 2010 the CVS commissioned a module of the Northern Ireland Omnibus Survey to add to the understanding of the potential numbers of victims and survivors of the Troubles in Northern Ireland. The survey also sought to obtain information on the types of services that these respondents may wish to avail of in the future.

It should be noted that the findings of the Omnibus Survey cannot be compared directly with the information presented in this report. However, it may be useful to note the relative positions of each of the services when seen from the two perspectives of current service provision and potential service demand.

Table 5 below simply lists the services in rank order from each of the two sources. For example, Counselling and Meeting others with shared experiences were both noted as potential services that would be used by victims and survivors. These services are also currently provided by quite a high proportion of respondents to the current data collection exercise. However, respondents to the Omnibus Survey module also identified Physical health assistance and Help with understanding the legal system as potentially useful services. These services are not currently provided by as many victims and survivors organisations as with Counselling and Meeting others.

It must be stressed that the information in table 5 is merely an indication of potential areas for development. It is not possible to compare these data numerically and state categorically that there is a case of unmet need. For example, one particular service may be relatively specialised and thus it may tend to be provided by a more limited number of organisations. This in itself is not a difficulty, provided that those who need to use the

service have appropriate access to it.

**Table 5: General comparison of current service provision with potential service demand**

Ranking of current service provision* (Source: Current data collection exercise)	Ranking of potential service demand (Source: Omnibus Survey September 2010)
Confidence building	Counselling
Training	Meeting others with shared experiences
Meeting others with shared experiences	Physical health assistance
Counselling	Help with understanding the legal system
Remembrance	Having someone act on your behalf
Education	Benefits advice
Complementary therapies	Befriending
Having someone act on your behalf	Direct financial support
Befriending	Respite care
Story telling	Confidence building
Psychotherapies	Remembrance
Youth programmes	Employment advice
Help with understanding the legal system	Complementary therapies
Information on grants	Information on grants
Employment advice	Training
Other	Education
Physical health assistance	Story telling
Respite care	Psychotherapies
Benefits advice	Debt advice
Debt advice	
Direct financial support	

*\*It must be noted that this list relates to the number of organisations who are currently providing such services and **not** the number of people who are in receipt of the services*

The CVS has identified a number of groupings of victims and survivors services and the CNA attempts to prioritise each of these in terms of potential need. Table 4 above is re-presented in table 6 below with the current service provision grouped into the higher level categories used by the CNA.

**Table 6: Current Service provision by CNA priority group**

Service type (CVS grouping)	Number of organisations providing these services
Health & Well-being	47 (77%)
Social Support	44 (72%)
Truth, Justice and Acknowledgement	48 (79%)
Welfare support	27 (44%)
Individual financial support	6 (10%)
Personal and professional development	53 (87%)
Trans-generational services	26 (43%)

*Base=61*

Table 7 presents the service provision by approximate number of individuals using the services of all 61 organisations. This shows that over three quarters of these organisations had '100+' individuals availing of their services. It should be noted that feedback taken as part of this exercise found that a number of respondents had difficulty in answering this question.

**Table 7: Service provision by approximate number of end users**

Approximate number of end users	Number of organisations
1 - 10	1 (2%)
11 - 25	3 (5%)
26 - 50	3 (5%)
51 - 75	1 (2%)
76 - 100	7 (11%)
100 +	46 (75%)
<b>Total</b>	<b>61</b>

*Base=61*

It is evident that the majority of organisations provide services to a large number of end users (100+). From the information contained in Table 7 it is safe to say that in the region of 7,000 end users make use of the services of the organisations contacted.

Table 8 presents the capability of organisations to provide services for more individuals. This shows that over a third (34%) could provide more services with current resources, and well over half (59%) could provide more services with more resources.

**Table 8: Capability of organisations to provide services for more individuals**

Future Capacity - Could you currently provide services for more people?	Number of organisations
Yes, with current resources	21 (34%)
Yes, with more resources	36 (59%)
No, at full capacity	3 (5%)
No, no more need	1 (2%)
<b>Total</b>	<b>61</b>

*Base=61*

Table 9 details the services the 57 organisations, who replied they could provide more services, believe they could deliver. The service that could be provided by most (i.e. more than half) of the organisations was Counselling. Other services that could be provided included Training; Complementary therapies; and Confidence building.

**Table 9: Details of the services organisations feel they could provide**

Service	Number of organisations
Counselling	30 (53%)
Training	24 (42%)
Complementary therapies	24 (42%)
Confidence Building	22 (39%)
Other	21 (37%)
Meeting others with shared experiences	20 (33%)
Education	18 (32%)
Youth programmes	16 (28%)
Remembrance	16 (28%)
Story telling	15 (25%)
Befriending	15 (25%)
Having someone act on your behalf	12 (21%)
Psychotherapies	11 (19%)
Physical health assistance	11 (19%)
Respite care	11 (19%)
Help with understanding the legal system	10 (18%)
Information on grants	10 (18%)
Employment advice	9 (16%)
Debt Advice	8 (14%)
Benefits advice	5 (9%)
Direct financial support	4 (7%)

*Base=57*

Of the 21 organisations that replied they could deliver 'other' services there were a wide range of responses. These responses in relation the other services organisations feel they could provide are detailed below:

- A facilitated support group
- Alternative Therapies
- Art therapy, seminars and programmes, book shop, support groups
- Cognitive behavioural therapy
- Community projects, socialising in the community
- Cross Border Work
- Drop in centre
- Family therapy
- Listening Ear service
- Mentoring
- More family support,
- Music therapy
- Physiotherapy and psychology
- Research
- Research, Advocacy and Policy
- Self help programme, small group work
- Socialising in the community
- Support for groups
- Welfare
- Workshops on Conflict Resolution, Trauma Awareness and Deep Therapeutic workshops. Also, coping mechanisms, self care and transition mentoring services
- Would like to expand into more rural areas

Table 10 presents the reasons why organisations turned individuals away in the current year. Of those organisations surveyed, 16 (26%) stated they had turned individuals away in the current year, with three quarters citing lack of finances as the major factor.

**Table 10: Reasons organisations turned individuals away in the current year**

<b>Reason for individuals being turned away in the current year</b>	<b>Number of organisations</b>
Lack of finances	12 (75%)
Lack of physical space / capacity	3 (19%)
Lack of appropriately skilled people to deliver the service	1 (2%)
Other *	2 (13%)
<b>Total</b>	<b>16</b>

*Base=16*

\*Other reasons were 'Cash flow problems with Peace Programme' and 'lack of resources generally'

## 5.0 Standards of Service Provision

### Standards and Guiding Principles of Services provided by organisations

#### Counselling

'Counselling' was provided by 37 organisations (61%). Table 11 below details the standards of those that provided this service.

**Table 11: Standards / Guiding Principles followed by organisations: *Counselling***

Standards Followed	Number of organisations
BACP	24 (65%)
IACP	9 (24%)
UKCP	7 (19%)
NICE	6 (16%)
FHT	1 (3%)
VCTC	3 (8%)
Guiding Principles followed *	12 (32%)

*Base=37*

\* Guiding Principles followed includes – BCPT, CHNC, CLEAR, CPCAB, HEALTH PROFESSION COUNCIL, HPC, IFPA, OCN, RAICP, ROGERIAN COUNSELLING, YOUTH WORKS, ADVICENI, BAAT, CBT, IAAAC, SHTUK.

#### Meeting others with shared experiences

'Meeting others with shared experiences' was provided by 40 organisations (66%). Table 12 below details the standards of those that provided this service.

**Table 12: Standards / Guiding Principles followed by organisations: *Meeting others with shared experiences***

Standards Followed	Number of organisations
BACP	16 (40%)
IACP	6 (15%)
UKCP	4 (10%)

NICE	3 (8%)
FHT	3 (8%)
VCTC	2 (5%)
Guiding Principles followed *	16 (40%)

Base=40

\* Guiding Principles followed includes – ACCESSNI, BCPT, CLEAR, CMA, CPCAB, EURES, HEALTH PROFESSION COUNCIL, HPC, IFPA, NICVA, OCN, QCV, YOUTH ACTION, YOUTHLINKNI, YTTC, ADVICENI, BAAT, EDI, FICTA, IAAAC, SHTUK.

### Physical health assistance

'Physical health assistance' was provided by 19 organisations (31%). Table 13 below details the standards of those that provided this service.

**Table 13: Standards / Guiding Principles followed by organisations: Physical health assistance**

Standards Followed	Number of organisations
BACP	10 (53%)
IACP	3 (16%)
UKCP	3 (16%)
NICE	3 (16%)
FHT	1 (5%)
VCTC	2 (11%)
Guiding Principles followed *	6 (32%)

Base=19

\* Guiding Principles followed includes –BCPT, HEALTH PROFESSION COUNCIL, HPC, IFPA, RAICP, BAAT, SHTUK.

### Help with understanding the legal system

'Help with understanding the legal system' was provided by 21 organisations (34%). Table 14 below details the standards of those that provided this service.

**Table 14: Standards / Guiding Principles followed by organisations: *Help understanding the legal system***

Standards Followed	Number of organisations
BACP	9 (43%)
IACP	3 (14%)
UKCP	4 (19%)
NICE	3 (14%)
FHT	1 (5%)
VCTC	1 (5%)
Guiding Principles followed *	7 (33%)

*Base=21*

\* Guiding Principles followed includes – ACCESSNI, CMA, CPCAB, EURES, IFPA, NICVA, RAICP, ADVICENI, FICTA. Having someone act on your behalf

*‘Having someone act on your behalf’* was provided by 29 organisations (48%). Table 15 below details the standards of those that provided this service.

**Table 15: Standards / Guiding Principles followed by organisations: *Having someone act on your behalf***

Standards Followed	Number of organisations
BACP	14 (48%)
IACP	7 (24%)
UKCP	5 (17%)
NICE	5 (17%)
FHT	2 (7%)
VCTC	2 (7%)
Guiding Principles followed *	10 (35%)

*Base=29*

\* Guiding Principles followed includes – ACCESSNI, BABCP, CMA, CPCAB, HPC, IFPA, NICVA, RAICP, ROGERIAN COUNSELLING, YTTC, ADVICENI, BAAT, CBT, CREST, FICTA, SHTUK.

## Benefits advice

'Benefits advice' was provided by 15 organisations (25%). Table 16 below details the standards of those that provided this service.

**Table 16: Standards / Guiding Principles followed by organisations: *Benefits advice***

Standards Followed	Number of organisations
BACP	7 (47%)
IACP	3 (20%)
UKCP	1 (7%)
NICE	1 (7%)
FHT	1 (7%)
VCTC	1 (7%)
Guiding Principles followed *	4 (27%)

*Base=15*

\* Guiding Principles followed includes – CMA, CPCAB, EURES, RAICP, ADVICENI, FICTA.

## Befriending Respite care

'Befriending / Respite care' was provided by 27 organisations (44%). Table 17 below details the standards of those that provided this service.

**Table 17: Standards / Guiding Principles followed by organisations: *Befriending Respite care***

Standards Followed	Number of organisations
BACP	10 (37%)
IACP	3 (11%)
UKCP	5 (19%)
NICE	1 (4%)
FHT	2 (7%)
VCTC	1 (4%)
Guiding Principles followed *	11 (41%)

*Base=27*

\* Guiding Principles followed includes – ACCESSNI, CMA, CPCAB, IFPA, NICVA, PICASSO GODD, RAICP, ROGERIAN COUNSELLING, YOUTH WORKS, YOUTHLINKNI, YTTC, ADVICENI, CBT, FICTA.

### Direct financial support

'Direct financial support' was provided by 6 organisations (10%). Table 18 below details the standards of those that provided this service.

**Table 18: Standards / Guiding Principles followed by organisations: *Direct financial support***

Standards Followed	Number of organisations
BACP	4 (67%)
IACP	2 (33%)
UKCP	1 (17%)
NICE	1 (17%)
FHT	1 (17%)
VCTC	1 (17%)
Guiding Principles followed *	1 (17%)

*Base=6*

\* Guiding Principles followed includes –HEALTH PROFESSION COUNCIL.

### Respite care

'Respite care' was provided by 18 organisations (30%). Table 19 below details the standards of those that provided this service.

**Table 19: Standards / Guiding Principles followed by organisations: *Respite care***

Standards Followed	Number of organisations
BACP	8 (44%)
IACP	3 (17%)
UKCP	2 (11%)
NICE	1 (6%)
VCTC	2 (11%)

Guiding Principles followed *	5 (28%)
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*Base=18*

\* Guiding Principles followed includes –BCPT, HPC, IFPA, OCN, RAICP, BAAT, IAAAC, SHTUK.

**Confidence building**

‘Confidence building’ was provided by 50 organisations (82%). Table 20 below details the standards of those that provided this service.

**Table 20: Standards / Guiding Principles followed by organisations: Confidence Building**

Standards Followed	Number of organisations
BACP	23 (46%)
IACP	9 (18%)
UKCP	7 (14%)
NICE	4 (8%)
FHT	3 (6%)
VCTC	3 (6%)
Guiding Principles followed *	21 (42%)

*Base=50*

\* Guiding Principles followed includes – ACCESSNI, BCPT, CHNC, CLEAR, CMA, CPCAB, EURES, HEALTH PROFESSION COUNCIL, HPC, IFPA, NICVA, OCN, PICASSO GODD, QCV, RAICP, ROGERIAN COUNSELLING, YOUTH ACTION, YOUTH WORKS, YOUTHLINKNI, YTTC, ADVICENI, BAAT, CBT, EDI, FICTA, IAAAC, SHTUK.

**Remembrance**

‘Remembrance’ was provided by 35 organisations (57%). Table 21 below details the standards of those that provided this service.

**Table 21: Standards / Guiding Principles followed by organisations: *Remembrance***

Standards Followed	Number of organisations
BACP	14 (40%)
IACP	5 (14%)
UKCP	4 (11%)
NICE	3 (9%)
FHT	2 (6%)
VCTC	2 (6%)
Guiding Principles followed *	12 (34%)

*Base=35*

\* Guiding Principles followed includes – ACCESSNI, BCPT, CMA, CPCAB, HPC, IFPA, NICVA, OCN, QCV, ROGERIAN COUNSELLING, YOUTHLINKNI, YTTC, ADVICENI, BAAT, CBT, EDI, FICTA, IAAAC, SHTUK.

### **Employment advice**

'*Employment advice*' was provided by 20 organisations (33%). Table 22 below details the standards of those that provided this service.

**Table 22: Standards / Guiding Principles followed by organisations: *Employment advice***

Standards Followed	Number of organisations
BACP	13 (65%)
IACP	5 (25%)
UKCP	4 (20%)
NICE	4 (20%)
FHT	2 (10%)
VCTC	1 (5%)
ACC	1 (5%)
Guiding Principles followed *	7 (35%)

*Base=20*

\* Guiding Principles followed includes – CMA, CPCAB, EURES, HEALTH PROFESSION COUNCIL, IFPA, RAICP, ADVICENI, FICTA.

### Complementary therapies

'Complementary therapies' were provided by 31 organisations (51%). Table 23 below details the standards of those that provided this service.

**Table 23: Standards / Guiding Principles followed by organisations: *Complementary therapies***

Standards Followed	Number of organisations
BACP	18 (58%)
IACP	8 (26%)
UKCP	4 (13%)
NICE	2 (7%)
FHT	4 (13%)
VCTC	3 (10%)
Guiding Principles followed *	12 (39%)

*Base=31*

\* Guiding Principles followed includes –BCPT, CHNC, CLEAR, CMA, CPCAB, HEALTH PROFESSIONAL COUNCIL, HPC, IFPA, OCN, YOUTH WORKS, YTTC, ADVICENI, BAAT, FICTA, IAAAC, SHTUK.

### Information on grants

'Information on grants' was provided by 21 organisations (34%). Table 24 below details the standards of those that provided this service.

**Table 24: Standards / Guiding Principles followed by organisations: *Information on grants***

Standards Followed	Number of organisations
BACP	8 (38%)
IACP	3 (14%)
UKCP	3 (14%)

NICE	1 (5%)
FHT	2 (10%)
VCTC	2 (10%)
Guiding Principles followed *	5 (24%)

*Base=21*

\* Guiding Principles followed includes – BCPT, CMA, EURES, IFPA, YTTC, FICTA.

## Training

'Training' was provided by 43 organisations (70%). Table 25 below details the standards of those that provided this service.

**Table 25: Standards / Guiding Principles followed by organisations: Training**

Standards Followed	Number of organisations
BACP	18 (42%)
IACP	7 (16%)
UKCP	5 (12%)
NICE	4 (9%)
FHT	3 (7%)
VCTC	3 (7%)
Guiding Principles followed *	19 (44%)

*Base=43*

\* Guiding Principles followed includes – ACCESSNI, BABCP, BCPT, CHNC, CMA, CPCAB, EURES, HEALTH PROFESSIONAL COUNCIL, HPC, IFPA, OCN, PICASSO GODD, QCV, RAICP, ROGERIAN COUNSELLING, YOUTH ACTION, YOUTHLINKNI, YTTC, ADVICENI, BAAT, CBT, CREST, EDI, FICTA, IAAAC, SHTUK.

## Education Benefits advice

'Educational benefits advice' was provided by 33 organisations (54%). Table 26 below details the standards of those that provided this service.

**Table 26: Standards / Guiding Principles followed by organisations: *Education Benefits advice***

Standards Followed	Number of organisations
BACP	12 (36%)
IACP	6 (18%)
UKCP	3 (9%)
NICE	4 (12%)
FHT	1 (3%)
VCTC	3 (9%)
Guiding Principles followed *	19 (44%)

*Base=33*

\* Guiding Principles followed includes – ACCESSNI, BABCP, BCPT, CHNC, CMA, CPCAB, EURES, HPC, IFPA, OCN, QCV, RAICP, ROGERIAN COUNSELLING, YOUTH ACTION, YOUTHLINKNI, ADVICENI, BAAT, CBT, CREST, EDI, FICTA, IAAAC, SHTUK.

### **Youth programmes**

‘Youth programmes’ were provided by 26 organisations (43%). Table 27 below details the standards of those that provided this service.

**Table 27: Standards / Guiding Principles followed by organisations: *Youth programmes***

Standards Followed	Number of organisations
BACP	11 (42%)
IACP	5 (19%)
UKCP	3 (12%)
NICE	1 (4%)
FHT	1 (4%)
VCTC	1 (4%)
Guiding Principles followed *	12 (46%)

*Base=26*

\* Guiding Principles followed includes – CLEAR, CMA, CPCAB, EURES, HPC, OCN,

PICASSO GODD, QCV, RAICP, YOUTH ACTION, YOUTH WORKS, YOUTHLINKNI, ADVICENI, BAAT, EDI, FICTA, IAAAC, SHTUK.

### Story telling

'Story telling' was provided by 27 organisations (44%). Table 28 below details the standards of those that provided this service.

**Table 28: Standards / Guiding Principles followed by organisations: Story telling**

Standards Followed	Number of organisations
BACP	10 (37%)
IACP	4 (15%)
UKCP	3 (11%)
FHT	3 (11%)
VCTC	2 (7%)
Guiding Principles followed *	11 (41%)

*Base=27*

\* Guiding Principles followed includes – ACCESSNI, BCPT, CMA, CPCAB, EURES, HEALTH PROFESSIONAL COUNCIL, HPC, IFPA, QCV, RAICP, YTTC, ADVICENI, BAAT, EDI, FICTA, SHTUK.

### Psychotherapies

'Psychotherapies' were provided by 26 organisations (43%). Table 29 below details the standards of those that provided this service.

**Table 29: Standards / Guiding Principles followed by organisations: Psychotherapies**

Standards Followed	Number of organisations
BACP	20 (77%)
IACP	9 (35%)
UKCP	8 (31%)
NICE	5 (19%)
FHT	2 (8%)
VCTC	2 (8%)

Guiding Principles followed *	11 (42%)
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*Base=26*

\* Guiding Principles followed includes –BABCP, CHNC, CLEAR, CMA, HEALTH PROFESSIONAL COUNCIL, HPC, IFPA, RAICP, ROGERIAN COUNSELLING, YOUTH WORKS, BAAT, CBT, CREST, FICTA, SHTUK.

### Debt advice

‘Debt advice’ was provided by 11 organisations (18%). Table 30 below details the standards of those that provided this service.

**Table 30: Standards / Guiding Principles followed by organisations: Debt advice**

Standards Followed	Number of organisations
BACP	6 (55%)
IACP	1 (9%)
UKCP	1 (9%)
NICE	1 (9%)
VCTC	1 (9%)
ACC	1 (9%)
Guiding Principles followed *	3 (27%)

*Base=11*

\* Guiding Principles followed includes –CPCAB, EURES, RAICP, ADVICENI.

### Other

‘Other’ services were provided by 20 organisations (33%). Table 31 below details the standards of those that provided this service.

**Table 31: Standards / Guiding Principles followed by organisations: Other**

Standards Followed	Number of organisations
BACP	14 (70%)
IACP	6 (30%)
UKCP	5 (25%)

NICE	3 (15%)
FHT	1 (5%)
VCTC	1 (5%)
Guiding Principles followed *	8 (40%)

*Base=20*

\* Guiding Principles followed includes – ADVICEUK, CHNC, CLEAR, CMA, EURES, HPC, IFPA, YOUTH WORKS, BAAT, FICTA, SHTUK.

## 6.0 Annex 1 - Questionnaire

### Introduction

Hello, my name is ..... from Northern Ireland Statistics and Research Agency.

A letter has been sent to your organisation recently from Adrian McNamee in the Commission for Victims and Survivors explaining that we may be in contact with you

You will then be aware/ You may be aware that the Commission is currently compiling a Comprehensive Needs Assessment for Victims and Survivors which will inform the establishment and development of a new Victims Service. As part of this, the Commission is seeking to establish the level of current service provision for victims and survivors in the Community and Voluntary sector. The Commission has asked us to contact a number of organisations who they are aware of are providing such services.

### Funding Source

1. What is your current source of funding for delivering services to Victims and Survivors? (Tick all that apply)

We don't deliver services to Victims and Survivors

Community Relations Council

The EU Peace III Programme

Government Dept/Statutory Body eg Health Trust

Other eg charitable trusts, voluntary basis

Other (please specify)

## Services Introduction

I am now going to list a range of services. Could you tell me whether or not your organisation provides these services to VICTIMS & SURVIVORS.

## Services

### 2. What services do you provide and how?

	Is this service provided?	In line with any Guiding Principles, Operating Procedures or Industry Standards?	Is this provided regularly, one-off or in blocks?	No. of people who avail of this service?	How many paid employees provide this?	How many volunteers provide this?	How many contracted staff provide this?
Counselling							
Meeting others with shared experiences							
Physical health assistance							
Help with understanding the legal system							
Having someone act on your behalf							
Benefits advice							
Befriending							
Direct financial Support							
Respite care							
Confidence building							
Remembrance							
Employment advice							
Complementary therapies							
Information on grants							
Training							
Education							
Youth programmes							
Story telling							
Psychotherapies							
Debt advice							

Other							
Other (please specify)							

### Guiding Principles, Operating Procedures and Prevailing Industry Standards

**3. In the previous question in relation to the services that you provide, please detail the GUIDING PRINCIPLES, OPERATING PROCEDURES or INDUSTRY STANDARDS that you use**

### Services Overall

**4. Approximately how many individuals use these services overall? (that is taking into account those individuals who use more than one service)**

	1 - 10
	11 - 25
	26 - 50
	51 - 75
	76 - 100
	100+

### Number of People

**5. Could you currently provide services for more people?**

	Yes, as is
	Yes, with more resources
	No, at full capacity
	No, no more need

## What other services

### 6. What services could you provide more of?

Counselling	
Meeting others with shared experiences	
Physical health assistance	
Help with understanding the legal system	
Having someone act on your behalf	
Benefits advice	
Befriending	
Direct financial Support	
Respite care	
Confidence building	
Remembrance	
Employment advice	
Complementary therapies	
Information on grants	
Training	
Education	
Youth Programmes	
Story telling	
Psychotherapies	
Debt advice	
Other	
Other (please specify)	

## Resources and Capacity

<b>7.</b>	<b>Have you had to turn people away in this current year because of lack of resources or capacity?</b>
	Yes
	No

<b>8.</b>	<b>Why was this?</b>
	Lack of finances
	Lack of physical space/ capacity
	Lack of appropriately skilled people to deliver the service
	Other
	Other (please specify)

<b>9.</b>	<b>Approximately how many people have you had to turn away in the current year?</b>
	1 - 10
	11 - 25
	26 - 50
	51 - 75
	76 - 100
	100+

Comment Box	
10.	Comments

**Thank you**

You have now completed the Survey. Thank you very much for taking the time to complete it

## 7.0 Annex 2 – Organisation list

### Organisations that completed the survey

- Aisling Centre
- Belfast Cognitive Therapy Centre
- Belfast Conflict Resolution Consortium (BCRC)
- Belfast Interface Project
- Belfast Unemployed Resource Centre (BURC)
- Care In Crisis
- Centre for health and Wellbeing
- Centre Of Creative Energy
- Colin Community Counselling Project
- Conflict Trauma Resource Centre
- Contact Youth Counselling HQ (Belfast)
- Corpus Christi Services
- Corrymeela Community
- Derry Well Woman
- Diversity Challenges Ltd
- Fall's Women's Centre
- Haven
- Institute For Counselling & Personal Development
- Kilcranny House
- Lenadoon Community Forum
- Lifespring Health and Healing
- New Life Counselling
- Nexus Institute
- NI Music Therapy Trust
- NI Retired Police Officers Association
- Northern Ireland Centre For Trauma & Transformation
- Omagh Independent Advice Services
- Omagh Support And Self Help Group
- PAKT Lurgan
- Phoenix Groups
- Public Achievement
- SAMM NI (Support After Murder And Manslaughter)

- South Down Action For Healing Wounds
- Survivors Of Trauma
- Tara Centre
- The Pat Finucane Centre (Derry)
- The Peace Factory
- The Playhouse Theatre
- Top of the Rock Healthy Living Centre
- Victim And Survivor Matters Programme
- West Tyrone Voice
- Wider Circle
- Youth Action NI
- Youth Initiatives
- Youthlink NI
- Restorative Action Following The Troubles (RAFT)
- Koram Centre
- Victims And Survivors Trust (VAST)
- C.A.L.M.S Stress Centre
- Police Rehabilitation & Retraining Trust (PRRT)
- Cúnamh
- Barnardos (Nova Project)
- Family Trauma Centre
- UDR/RIR Aftercare Service
- Relatives For Justice
- The Ely Centre
- South East Fermanagh Foundation
- H.U.R.T. Group
- Fírinne
- Trauma Resource Centre
- Wave Trauma Centre

### **Organisations that stated they didn't provide services to Victims and Survivors**

- Creggan Neighbourhood Partnership
- Columba Community
- Healing Through Remembering

- Justice for the Forgotten
- South Tyrone Empowerment Programme
- Trademark
- Trauma Recovery Network
- Bloody Sunday Trust

### **Organisations who declined to take part in the survey**

- Mast (Mourne Action For Survivors Of Terrorism)

### **Organisations that answered their calls but were unable to complete**

- The 174 Trust
- Ashton Community Trust
- Intercomm
- Northern Ireland Association for Mental Health
- Regimental Association of the Ulster Defence Regiment
- Springhill Community Group
- Streetbeat Youth Project
- Alternatives
- Ulster Peoples College
- Shankill Stress And Trauma Centre
- Community Dialogue
- Cruse Bereavement Care
- Families Moving On
- RUC George Cross Widows' Association
- Towards Understanding And Healing
- Trauma Counselling Service
- United Services Club
- Fair (Families Acting For Innocent Relatives)
- Saver/Naver

### **Organisations that could not be contacted**

- Shankill Stress And Trauma Centre
- Community Dialogue
- Cruse Bereavement Care

- Families Moving On
- RUC George Cross Widows' Association
- Towards Understanding And Healing
- Trauma Counselling Service
- United Services Club





Produced by:



Regional Reporting & EU Programmes Branch  
Northern Ireland Statistics and Research Agency  
McAuley House  
2-14 Castle Street  
Belfast

Published by:



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