reshape

rebuild
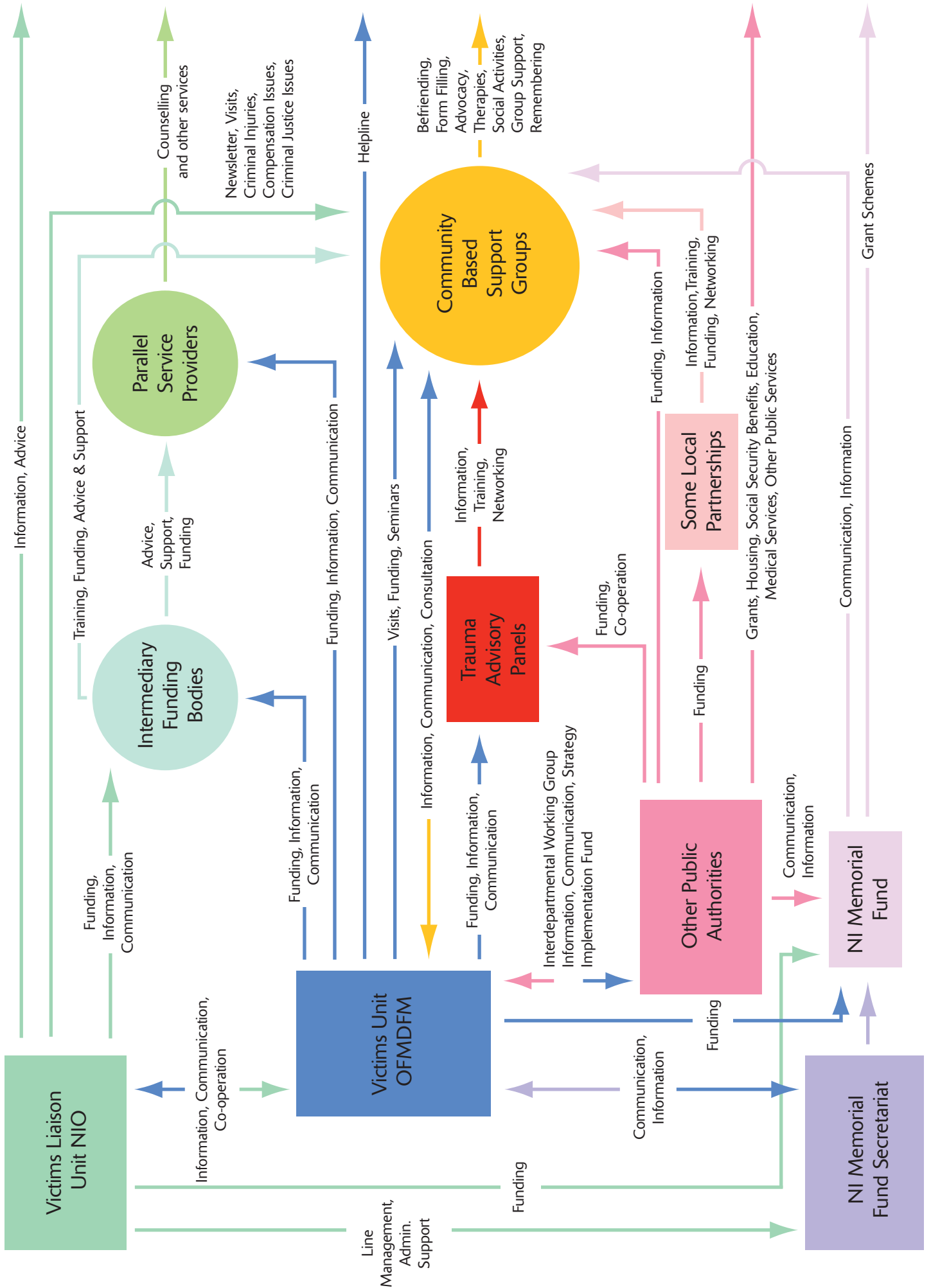
achieve

model of service delivery to victims

Delivering practical help and services to victims of the
conflict in Northern Ireland.

Victims Unit, Office of the First Minister and Deputy First Minister

Individual Victims

Information, Advice

Counselling and other services

Newsletter, Visits, Criminal Injuries, Compensation Issues, Criminal Justice Issues

Helpline

Befriending, Form Filling, Advocacy, Therapies, Social Activities, Group Support, Remembering

Grant Schemes

Parallel Service Providers

Community Based Support Groups

Training, Funding, Advice & Support

Advice, Support, Funding

Funding, Information, Communication

Visits, Funding, Seminars

Information, Training, Networking

Funding, Information

Information, Training, Funding, Networking

Intermediary Funding Bodies

Funding, Information, Communication

Funding, Information, Communication

Information, Communication, Consultation

Information, Training, Networking

Some Local Partnerships

Grants, Housing, Social Security Benefits, Education, Medical Services, Other Public Services

Funding, Co-operation

Funding, Information, Communication

Trauma Advisory Panels

Communication, Information

Victims Liaison Unit NIO

Information, Communication, Co-operation

Funding, Information, Communication

Victims Unit OFMDFM

Interdepartmental Working Group Information, Communication, Strategy Implementation Fund

Funding

Other Public Authorities

Communication, Information

NI Memorial Fund

Line Management, Admin. Support

Funding

Communication, Information

Funding

NI Memorial Fund Secretariat

model of service delivery to victims

The evaluation of services to victims and survivors of the troubles, carried out in 2001 by Deloitte and Touche on behalf of the Victims Unit of the Office of the First Minister and Deputy First Minister, recommended that the Unit should develop a service delivery model showing the roles of Government and other structures involved with victims' issues. This was borne out during the consultation on the draft victims' strategy when victims told us that they wanted more information on the services provided.

The Victims Unit, in co-operation with the Victims Liaison Unit of the Northern Ireland Office and the Northern Ireland Memorial Fund, has produced the model opposite which outlines the role of providers and the type of services provided.

Local partnerships and Trauma Advisory Panels are made up of a combination of statutory and non-statutory representatives. Parallel Service Providers are groups or organisations which provide professional services that are close, or parallel, to services that are provided by the statutory sector.

A detailed split of Government responsibilities for victims' issues can be found on the back page of this leaflet and a Key Contact List for Government Departments and Agencies is available from the Victims Unit:

Freephone: 0808 127 3333
Textphone: 028 9052 2343

E-mail: info@victimsni.gov.uk

or by writing to:
The Victims Unit
Office of the First Minister and Deputy First Minister
Block A.5
Castle Buildings
Belfast
BT4 3SR

The Key Contact List and other information are also available on the Victims Unit website: www.victimsni.gov.uk

split of responsibilities for victims' issues in northern ireland

Devolved Administration
Denis Haughey MLA, James Leslie MLA

Victims Unit
Freephone: 0808 127 3333
Textphone: 028 9052 2343

Email: info@victimsni.gov.uk
Website: www.victimsni.gov.uk

RESPONSIBILITIES
- Ensuring that the needs of victims are addressed in the devolved administration, including the management of an interdepartmental working group on victims' issues and management of a £3m Strategy Implementation Fund.
- Ensuring the implementation of the actions contained in the victims' strategy, 'Reshape, Rebuild, Achieve'.
- Management of the Victims Measure of Peace II.
- Funding a support worker in each Trauma Advisory Panel to develop networks between service providers and victims, and their representatives at local level.
- Maintenance of a website with information of interest to victims and their representatives.
- Operating a Helpdesk for people experiencing problems in dealing with any of the devolved government departments or other public bodies.
- Support for Ministers in the devolved administration.

Northern Ireland Office
Des Browne MP

Victims Liaison Unit
Telephone: 028 9052 7902

Email: victimsliaison.nio@nics.gov.uk
Website: www.nio.gov.uk

RESPONSIBILITIES
- Provision of core funding to victims' groups.
- Management and provision of grant aid to the Northern Ireland Memorial Fund.
- Ensuring that victims' issues are dealt with in the reserved and excepted fields in Northern Ireland, particularly in areas such as compensation, criminal justice, security and dealing with the 'disappeared'.
- Prioritisation and allocation of central government funding for victims.
- Primary responsibility for implementing the findings of the Bloomfield report.
- Support for Ministers in the NIO, particularly the victims' Minister.

Both Organisations have responsibility for:

- Improving the capacity and professionalism of victims' organisations and introducing core values and standards for groups to adhere to.
- Organising seminars and events on topics of interest to victims and victims' organisations.
- Providing information to ensure that victims known which part of Government to access for information and help.