

## EVALUATION OF SERVICES FOR VICTIMS

### Context

You may be aware that Capita Consulting has been commissioned by the Department of Health Social Services and Public Safety to conduct an evaluation of victim services provided by the Health and Social Services. For the purposes of this evaluation the following definition applies whenever the word “victim” is used:

*“The surviving physically and psychologically injured of violent, conflict related incidents and those close relatives or partners who care for them, along with those close relatives or partners who mourn their dead.”*

Part of this evaluation involves the use of a questionnaire to obtain specific information about the range, type and location of services, service structures, current service resourcing, qualifications and skills of those delivering services and opportunities or barriers that exist for future development of services for victims. The scope of the evaluation includes specialist HSS Trust services provided to victims and specialist regional services provided to victims.

### Project Timetable

The overall timetable for the project is:

- November Policy/Desktop Research
- December Questionnaire Issue and Analysis and Stakeholder Consultation
- January Stakeholder Consultation/Comparative Analysis
- February Interim Report and Findings and Future Service Vision
- March Draft and Final Reports and Action Plan

### Your Contribution to the Study

We recognise that responding to this questionnaire will take time. However, your frank and complete responses are a vital contribution to the overall assessment of the efficacy of present arrangements and we would greatly value your input.

## **How your Responses will be used**

The responses you give will be used to :

- Inform Capita about the **key issues** in advance of the follow-up interviews (as required) thereby enabling them to identify and prioritise the key areas for subsequent discussion
- Compare against **experiences** elsewhere
- Help identify where and how **improvements** could be made to the current arrangements

Please note that all responses will be treated confidentially. Capita will report back all findings in aggregate so that no response can be attributed to any individual respondent.

## **The Format of the Questionnaire**

The questionnaire is divided into four sections for completion. Please complete information in respect of:

- Section 1 – HSS Trust health and/or social care specialist services for victims
- Section 2 – Regional specialist health and social care services for victims
- Section 3 – Trauma Advisory Panels
- Section 4 – Gaps in health and social care service provision for victims

## INSTRUCTIONS FOR COMPLETION

1. Please complete ALL sections as fully as possible. If you require additional space to answer a question, please continue on a separate page(s). If you do this, please write the question number to which the response relates on each page used.
2. Please return your completed questionnaire in the envelope provided – **to arrive no later than 2<sup>nd</sup> January 2003.**
3. If you have any queries, please do not hesitate to contact Nichola Kennedy or Gill Smith:

**Capita Consulting  
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Belfast  
BT4 2PL**

**Tel: 028 9076 3910  
Fax: 028 9076 1698**

General Details	
Name:	_____
Job Title:	_____
Trust:	_____
Address:	_____ _____
Tel No:	_____

**Section 1 – Trust HSS Services for Victims**

1. Please complete the table below in respect of health and social services provided, internally by the Trust for victims of the Troubles

Type of Service i.e. counselling	Location of Service i.e. Health Centre, Hospital	Target Group of Service i.e. those with mental health conditions	Frequency of service i.e. weekly	Trust Directorate with management responsibility of Service

2. What are the referral protocols in respect of the above detailed services?

3. How effective are the current referral protocols for Trust health and social services for victims of the troubles? What are the blockages?

Appendix 1 – Trust Questionnaire

**4. Please detail below the Trust Staff levels, grades and qualifications for each service provided to victims**

Type of Service	Profession of Staff	Number of Staff	Qualifications of Staff	Details of any specialist victim training undertaken

**5. Please detail any specialist training the Trust provides to staff involved in the provision of services for victims**

**6. Are there currently unmet training needs for Trust staff in respect of the provision of services to victims? If so please define below the training needs.**

7. **Please detail below current service standards or guidelines that govern the provision of Trust services for victims (i.e. quality standards as defined in Service Level Agreements)**

8. **In your opinion do Trust services meet the health and/or social needs of victims? If not, please specify why?**

**Section 2 – Specialised Regional Health and Social Services for victims**

1. Please indicate if the Trust makes onward referrals to regional specialised trauma services, for victims i.e. Omagh Trauma Centre, Family Trauma Centre?

Yes  No

2. If your response to question 1 above is ‘No’ please specify why

3. If you response to question 1 above is ‘Yes’ please detail below the type of referrals made to each regional service.

Location of referral i.e. Omagh trauma Centre	Nature of referral i.e. service referred to	Frequency with which referrals are made

4. Do you think regional specialist health and social services for victims are easily accessible? If not why?

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Appendix 1 – Trust Questionnaire

- 5. Do you think regional health and social services for victims meet needs?  
If not what are the service gaps?**

**Section 3 – Trauma Advisory Panels**

1. **Are you aware of the existence of Trauma Advisory Panels in each of the 4 Health and Social Services Board areas?**

Yes  No

2. **What do you understand the role and function of the Trauma Advisory Panels to be?**

3. **What do you consider the strengths of the Trauma Advisory Panels to be?**

4. **What do you consider the weaknesses of the Trauma Advisory Panels?**

**Section 4 – Health and Social Service Gaps in Services for Victims**

1. **In your opinion what are the gaps in current health and social care services provided for victims?**

2. **What opportunities exist for the future development of health and social care services for victims?**

3. **What barriers exist which may affect the future development of health and social care services for victims?**

4. **Any other key issues that should be considered as part of this evaluation?**

**THANK YOU**