

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.

“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, qualification 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 - Board commissioned specialist health and social care 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 2nd January 2003.**
3. If you have any queries, please do not hesitate to contact Nichola Kennedy or Gill Smith:

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

Section 1 – Board commissioned services for victims provided by HSS Trusts

1. Please complete the table below in respect of Trust health and social services commissioned for victims.

HSS Trust from who service is commissioned	Type of Service i.e. counselling	Location of service i.e. hospital, health centre	Target Group of service i.e. mental health clients	Financial allocation for service i.e. within Trust Service Level Agreement

2. What are the current processes associated with needs assessment, service development and service monitoring and evaluation of Trust services for victims?

Appendix 2 – HSS Board Questionnaire

- 3. What are the referral protocols in respect of Trust health and social services for victims?**

- 4. How effective are the current protocols for Trust health and social services for victims? What are the blockages?**

- 5. Please detail below current service standards or guidelines that govern the provision of services for victims.**

- 6. In your opinion do Trust Services meet the health and social care needs of victims? If not, please specify why?**

Section 2 – Specialised Regional Health and Social Services for Victims

1. Does the Board commission 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 your response to question 1 above is ‘Yes’ please detail below the type of services commissioned from each regional service provider

Name of Regional Centre from which services are commissioned	Type of service commissioned i.e. counselling	Volume of service commissioned

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

Appendix 2 – HSS Board 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 Boards?**

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 to be?**

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 commissioned 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