

**Report on a survey of
voluntary groups serving the needs
of those bereaved and injured in the Troubles**

commissioned by

**The Victims Liaison Unit
Northern Ireland Office**

**Gráinne Kelly
Marie Smyth
The Cost of the Troubles Study**

January, 1999

Executive Summary
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The purpose of the research commissioned was:

1. To compile a comprehensive list of all community-based organisations whose aim is primarily to serve the needs of those bereaved or injured in the Troubles.
 2. To compile a list of organisations in the voluntary sector who offer services to this group as part of a broader range of services to the community.
 3. To ascertain how each of these two categories of organisation fund their current provision of services to this group.
 4. To establish the long term funding strategies of these two categories of organisation for funding services to those bereaved and injured.
 5. To explore possible or actual gaps in services provided by these two types of organisation.
- A list of groups operating in the field was compiled using the knowledge of both the VLU and the Cost of the Troubles Study.
 - Groups were divided into “specialist” and “generic” for the purposes of the research. Specialist groups are seen as those working exclusively with those bereaved and injured in the Troubles, generic groups are taken as those working on this issue, as part of their wider remit.
 - A number of the specialist groups were consulted about the research design and a number of public meetings were held to aid the consultation process.
 - 107 groups were surveyed. The response rate was 47.66% (51 responses) amongst all groups. Response rate of specialist groups was 53.85%, of generic groups was 36.2%.
 - Response rate of those groups situated in the North West was particularly poor.
 - Information on financial position of groups was also poor in many cases.

Geographical distribution of groups

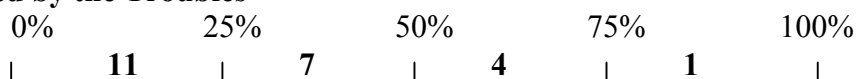
- Concentration of groups is in Belfast Urban Area (69% of all groups).

- Only 9% of Belfast based groups have Belfast as their official catchment area. The majority have a Northern Ireland wide remit.
- There appears to be a low number of groups in the North West (7.7%). However this is also due to a poor response rate for this region. (response rate – 17.6%)
- 2.56% of groups are situated in South-East Border region, 2.56% in Mid-Ulster and 15.4% in Omagh/Enniskillen region.
- Distribution of groups roughly follows the distribution of deaths in the Troubles.
- Of the 14 Specialist groups who responded, 6 had a Northern Ireland wide remit, 4 serviced the Belfast Urban Area, 2 served the South-East Border and 2 the Mid-Ulster region.
- Of the generic groups, 12 had Northern Ireland wide remit, 5 serviced Belfast Urban Area, 5 Omagh / Enniskillen and 3 Derry Londonderry and surrounding area.

Services provided

- 21.58% of groups surveyed offered a wide range of services to bereaved and injured in the Troubles.
- 15.7% offered counselling / therapeutic services / emotional support.
- 23.54% offered services to particular groups e.g. women, young people.

Percentage of generic organisation’s total time spent on working with those affected by the Troubles



- 22 of 39 groups reported a mixed rural / urban catchment area, 9 urban only, 2 rural and 5 serve a community of interest e.g. former prisoners, former police officers.
- 22 of the 39 groups were formed between 1990-98, the largest number formed in 1995.

Problems experienced by clientele

- There were marked differences between perceptions of the most important problem between generic and specialist groups.

Specialist

1. Emotional difficulties
2. Feelings of having been unjustly treated
3. Social Isolation
4. Anger at authorities
5. Anger at non-recognition

Generic

1. Mental health problems
2. Family problems
3. Financial difficulties

- Appears to be possible tendency for generic groups to see problems as “illness” or malfunction as opposed to understandable reaction to events.

Gaps in Services and Problems with Existing Provision

- Both specialist and generic groups agree that a lack of good counselling is the most important gap in service provision.
- Specialist groups saw fear of seeking help and lack of knowledge of available services as equally important factors inhibiting service provision. Generic groups saw reluctance to use statutory services, reluctance to accept help and lack of respite for carers as next most important.
- Identity of service providers is clearly a big issue in the acceptability of help.

Financial Support *(based on 29 groups who completed the questionnaire)*

- A total of £4,283,102 was spent on all groups working in this field in last financial year.
- £3,718,440 was spent by 20 generic groups
- £492,662 was spent by 9 specialist groups
- The average annual expenditure of specialist groups (including research group) is £62,740.22
- Excluding the research organisation, the average expenditure goes down to £48,844.12

Allocation of Expenditure

- Amongst all groups who responded, staff costs are relatively and absolutely the largest item of expenditure (48.01% of total expenditure) at an average of £72,310 per group.
- Operational costs follow at 14.32% of total expenditure, programme costs (8.75%) and cost of premises (8.5%)
- Amongst specialist groups, 55.1% of total income is spent on staffing (£34,721 average)
- Generic groups spent 47.14% of their income on staff (£90,115 average)
- Staff costs were proportionately a greater part of expenditure for specialist groups than for generic groups.

- Programme costs are higher for specialist groups (25.01%) than generic (6.2%)

Security of Funding

- Security of funding for staff costs ranges from between 0 and 33 months with 9 out of 14 having funding of less than 4 months.
- Funding for running of groups' offices ranges from between 0 and 39 months, with 8 out of 15 having funding of less than 4 months.
- Funding for premises ranges from between 0 and 39 months with 7 having funding for less than 4 months.
- Project cost funding ranges from between 0 and 35 months with 5 of 15 groups having funding of less than 4 months.

Funding Bodies

- The top 3 funders that groups expect to approach in the future are The National Lottery, NIVT Peace and Reconciliation and the Community Relations Council.
- After that, groups look to local fundraising, local Partnership Boards and local councils.
- This is worrying since some of these sources may not be viable in the near future.

Staffing

- Specialist organisations had an average of 2.6 full time staff each and 0.6 part time staff.
- Generic organisations had an average of 4.75 full time staff each and 3.8 part time.

Time Spent

- Fundraising took up more than 50% of the time of 33% of specialist groups, and 8% of generic groups.
- 16% of specialist groups spent 0-25% of their time fundraising, whereas 40% of generic groups spent this amount of their time on this activity.

Main activities of groups

- The main activities of both generic and specialist groups were similar in some areas – addressing social isolation and helping with emotional difficulties.
- However, specialist groups dealt with anger and fears of those affected by the Troubles, whereas generic groups saw themselves dealing with mental health difficulties.

Activities of Groups

- Fundraising rated as the activity that groups spent most time on, followed by providing emotional support, organising practical help and training staff and members.
- At the bottom of the list is organising local memorials and campaigning.
- In total 3,533 people are in contact with groups working in this field each month.

Recognisable gaps in services

- 7 groups identified geographical gaps.
- 3 specified rural areas, one group recognised that those living in the Republic of Ireland, Great Britain and overseas were not being reached, whilst one group which aims to work on a Northern Ireland wide basis, saw a gap where Derry City was concerned.
- 6 groups identified age gaps, all stating that they had gaps in serving those below the age of 18
- 8 groups responded to query about gender gaps – all 8 stating that they have a gap when it comes to serving males. (only 2 of these groups are stated officially as women's groups)

Secure Funding

- If they had secure funding, groups would expand services, spend less time fundraising, get more paid staff and obtain premises.
- 8 groups mentioned counselling as the service they would provide.
- The overwhelming majority in both categories wanted resources to be divided between individuals and groups.

Intermediary Funding Body

- NIVT was the most popular choice as an intermediary funding body for funding to victims' groups (10 of 38 responding), but only if the paperwork can be reduced. District Partnerships were next in line, with the Community Relations Council following closely behind.

Background to the Study

In October 1998, the Victims Liaison Unit commissioned The Cost of the Troubles Study to carry out a survey of voluntary groups serving those affected by the Troubles in Northern Ireland in order to assist them with policy making and priority-setting in the field of provision for those affected by the Troubles. The purpose of the research was *“to establish a good base of information about current organisations serving those bereaved and injured in the Troubles, in order to make recommendations about further government policy in this area.”*

The Victims Liaison Unit (VLU) was established in June 1998 by the Secretary of State for Northern Ireland, following the publication of Sir Kenneth Bloomfield’s report to the Secretary of State “We Will Remember Them,” on the situation of those bereaved and injured in the Troubles. The work of the VLU is to be the oversight and co-ordination of services and aid to groups and individuals affected by the Troubles.

The Cost of the Troubles Study was established in 1996, and is a limited company and recognised charity. Its Board of Directors is composed of those bereaved and injured in the Troubles working in partnership with academic researchers. The Cost of the Troubles Study has conducted extensive research on the impact of the Troubles on the population in Northern Ireland. For a list of publications by the Cost of the Troubles Study as well as other reports in this area, see Appendix 1.

The purpose of the research commissioned was:

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Accepting the research commission

When the Cost of the Troubles were approached to conduct this research, consultation took place with its Board of Directors as to whether they should accept the commission. It was decided, after discussion, that the Cost of the Troubles Study should accept it on the grounds that, if the Cost of the Troubles Study were to undertake the research, as opposed to some of the commercial companies involved in this field, the research would have some input from those who would be most affected by any future policy arising out of the research findings.

RESEARCH DESIGN

Compiling a list of groups to be surveyed

To begin with, it was important to compile an up to date list of groups to be surveyed. The Victims Liaison Unit provided a list of groups who had been in contact with them during the course of various consultations as part of the wider peace process. This list was passed to the Cost of the Troubles Study, who cross-checked it with their own lists, up-dated it, and eliminated any superfluous entries. The list, which was of over 100 groups, contained a wide range of groups, some of whom were unlikely to be providing services in this field. However, it was important that no false assumptions were made, so the list was divided into two parts. The first part was groups that we knew and who exclusively provided services to those affected by the Troubles. These will be referred to as the “specialist” groups. The second section of the list comprised other groups who may well provide some services to those affected by the Troubles, but who also provide services to others, and to the general public. These we shall refer to as “generic” groups. This distinction was important, since for example, British Airways could argue that they provide transport services to those affected by the Troubles, since statistically a proportion of their passengers will have been affected by the Troubles. It was important to differentiate between those who purposely set out to serve those affected by the Troubles, and put in place special provisions to meet their specific needs and those who, through provision of services to another constituency or the general public, inadvertently provide services to this population.

Appendix 2 contains a list of those groups surveyed, those who responded to the survey are indicated by a tick.

It was decided, due to considerations of cost and time limits, that a postal questionnaire of groups would be the optimum way to collect information. The main disadvantage of this method is a low response rate, and it was decided to counteract this with a high level of personal contact as a follow-up to non-responses. The fact that many of the groups contacted knew The Cost of the Troubles Study was considered to be a positive factor, likely to increase response rate. However, from the outset, the suspicions that exist in the aftermath of deadly conflict, and the reluctance of groups to provide information about themselves to outside organisations were obstacles that had to be taken into account and, where possible, overcome. As with previous work, The Cost of the Troubles Study used the principles of involvement, openness and dissemination of information in an attempt to counteract some suspicions which exist.

Consultations with groups, and dissemination of information

Information leaflets on the research were prepared and disseminated through the Northern Ireland Council for Voluntary Action's SCOPE magazine's distribution list, which reaches 900 voluntary groups and other individuals throughout Northern Ireland. In addition, press releases were sent to all provincial and Northern Ireland wide papers, and a number (including the Irish News and Belfast Telegraph) carried short articles about the research and its purpose. As a result of this publicity, a number of other groups were added to the list of those surveyed. (See Appendix 3 for text of press release.) Public meetings were held in Belfast and Armagh in neutral venues, and in Derry Londonderry in St. Columb's Park House and in the Community Resource Centre, in order to offer participating groups an opportunity to comment on the overall research or specifically on the questionnaire design.

Questionnaire design

A questionnaire was drafted, and passed to the VLU for initial comment. A series of public meetings were organised for the above-mentioned venues, and the questionnaire design was discussed and amended at each meeting, with the exception of the meeting in Derry city centre, where no representatives of groups attended. Attendance in other venues was low, with the exception of the Belfast meeting, although detailed and useful discussions took place with those who did attend. The amendments suggested to the questionnaire were made, and the final version prepared for circulation. The final version of the questionnaire is shown as Appendix 4.

Questionnaire administration

Questionnaires were distributed by post to all 107 groups from which we had details in November 1998. A covering letter, (see Appendix 5) explained the purpose of the research, and offered assistance to groups in the completion of the questionnaire, should they require it.

Response Rate

Overall, 107 groups were surveyed, and a total of 51 groups responded, giving an overall response rate of 47.66%. The response rate for specialist groups (53.85%) was somewhat higher than that for generic groups (36.2%), reflecting perhaps both their greater interest in the survey and our greater efforts to include them. A breakdown of response rates is shown in Table 1. Whilst an overall higher response rate would have been desirable, given the time-span and resource limitations of the research, the optimum response has been achieved within these parameters.

	Specialist groups	Generic groups	Groups not working on this issue	Total
Number of Responses	14	25	12	51
Number surveyed	26	69	12	107
Overall Response Rate	53.85%	36.23%		47.66%

It should be noted that 12 of the groups surveyed said that they did not work with those affected by the Troubles, and so only answered Questions 1-7 in the questionnaire. This report will be based on the responses of the remaining 39 groups who work with those affected by the Troubles.

We have described the methods used to improve the response rate, and it is unlikely that the final response rate could be improved on. We had already noted the difficulties in achieving responses in this field of work, due to suspicions and isolation of groups from each other, and from government and other “official” agencies. Whilst our efforts to offer participation in the process of the research, and our openness about the nature and purpose of the research may have gone some small way to counteract these problems, it would be naïve to expect that these methods will completely counteract these effects. Building partnerships of trust and mutual respect between officialdom and groups in the voluntary sector representing or serving those affected by the Troubles will take time and effort on everyone’s part.

A further explanation for non-response is the large amount of paperwork that voluntary organisations are already involved in. The questionnaire was seen by some as a further piece of paperwork, and unlike monitoring forms from funders, there was no immediate or past reward associated with its completion. However, since the resources available to the team did not run to financial incentives to groups to complete the questionnaire, the deferred incentive of hope of future grant aid may not have been sufficient for some groups. Finally, the very low response rate in the North West and the non-attendance at the public meeting in Derry is a cause for concern. Of the 17 groups surveyed within the Derry Londonderry urban area, only 3 responded (a rate of 17.6%). Of these 17 groups, 3 were located in the Protestant community, 6 were cross-community and 8 are based within the Catholic community. Of the respondents, 1 was from the Catholic group and two were cross-community groups. Whilst it is certain that some groups did not participate because of the pressure of other commitments, it is equally certain that others did not participate because of a reluctance to engage with government agencies, whether or not they work through voluntary groups (see map in frontispiece). However, groups operating in the North West often feel alienated from events and initiatives that are Belfast centred, and this,

too, probably contributed to the low response rate in the North West. This was in spite of our efforts to involve people, by holding two public meetings in Derry Londonderry and by giving information to a public meeting at an earlier stage of the year.

ANALYSIS OF RESPONSES

Geographical distribution of groups

Question 2 of the questionnaire asked for the address of the organisation, Question 13 asked for the areas served by the organisation, and Question 14 asked for their official catchment area (the official catchment area is that which is stated in their constitution, for example, whilst the actual catchment area is that area which they actually serve at present). Table 2 shows a summary of responses to these questions. (see map in frontispiece.)

Table 2: Geographical location and catchment area of groups			
AREA	Organisational Base	Official Catchment Area	Actual Catchment Area Served
Belfast Urban Area <i>(see Table 3 for further breakdown)</i>	27 (69%)	8 (20.5%)	9 (23.08%)
Derry and Surrounds	3 (7.7%)	2 (5.13%)	3 (7.7%)
South-East Border	1 (2.56%)	1 (2.56%)	2 (5.13%)
Mid Ulster	1 (2.56%)	2 (5.13%)	2 (2.56%)
Omagh / Enniskillen	6 (15.4%)	4 (10.23%)	5 (12.8%)
NI Wide	-	14 (35.9%)	18 (46.15%)
Outside NI	1 (2.56%)	-	-
Missing / Non Response	0	8 (20.5%)	-
Total	39 (100%)	39 (100%)	39 (100%)

The greatest geographical concentration of groups' organisational bases is in the Belfast Urban Area, with over 69% having bases in Belfast, yet only 9% had Belfast Urban Area as their actual catchment area. The discrepancy is explained by the number of groups with a Northern Ireland wide official or actual catchment area, whose bases tend to be in Belfast. It is also noteworthy that in all cases except Mid Ulster, the actual catchment area figure is higher than the official catchment area, suggesting that in all but Mid Ulster, groups tend to work beyond their official catchment area. The geographical distribution of groups does not entirely follow the distribution of deaths in the Troubles. Whilst the expected concentration of groups in the Belfast area seems to follow from the fact that the highest death rates and the greatest number of deaths occurred in the Belfast area, the figure for the number of

groups in Derry (BT48) is low, although this is partly explained by the poor response rate in Derry. The number of groups in the Omagh - Enniskillen area is high in comparison, and this is probably explained by the recency of the Omagh bomb and the improved awareness latterly of the need for services. However, the need for a closer look at the comparative level of services between Belfast and Derry and the border region seems to be indicated.

Table 3 shows a further breakdown within the Belfast Urban Area. The highest death rates in the Troubles occurred in BT 11, 12, 13, 14, and BT15: North and West Belfast. Table 3 shows a predominance of organisations with organisational bases in South Belfast, but who do not serve the Belfast area. Five other organisations were based in Belfast City Centre, but with catchment areas beyond Belfast. Of the remaining areas, North Belfast seems relatively better served than West Belfast, with eight organisations based there, and four with North Belfast as their official and actual catchment area. Only one organisation reported an actual catchment area of West Belfast. This could give cause for concern about the comparative level of services in West Belfast.

Table 3a: Geographical location of all groups in Belfast Urban Area

	Organisational Base	Official Catchment Area	Actual Catchment Area
North Belfast	8	4	3
West Belfast	3	1	1
South Belfast	8	-	-
East Belfast	3	-	-
Greater Belfast	-	3	4
City Centre	5	-	-
Total	27	8	8

Table 3b: Geographical location of local groups in Belfast Urban Area

	Organisational Base	Official Catchment Area	Actual Catchment Area
North Belfast	4	4	4
West Belfast	3	-	1
South Belfast	-	-	-
East Belfast	1	-	-
Greater Belfast	-	2	3
City Centre	-	-	-
Other / NR	-	2	-
Total	8	8	8

North Belfast	4
West Belfast	-
South Belfast	8
East Belfast	2
Greater Belfast	-
City Centre	5
Total	19

Aims of organisations surveyed

Question 6 asked organisations to make a brief statement about their aims. Table 4 shows a summary of responses to this question. Responses were sorted into thirteen categories and ranked according to the number of groups responding in each category. Table 4 includes all groups surveyed.

	All groups who replied to survey	No. of Specialist groups	Groups that do not work with bereaved / injured
a wide range of services to those bereaved / injured	11	9	
direct counselling and training / therapeutic services / self-help discussion groups / emotional support	8	1	1
advocacy and research, public awareness of issues related to troubles	5	4	0
a range of services and support programmes to women	4	0	1
a range of services and support programmes to young people / parents / families	4	0	2
mutual understanding / cross-community / ecumenical work	4	0	2
umbrella membership body for voluntary and community sector	3	0	2
a range of services to general public	3	0	0
a safe place / resources for people to meet	3	0	1
services for prisoners and families	2	0	1
community development and regeneration in local areas	1	0	1
integration of able-bodied and disabled people	1	0	1
supporting homeless people	1	0	1
No response	1	0	0
TOTAL	51	14	13

The response to this question reflects the main aims of the 39 organisations surveyed who worked either partly or wholly with those affected by the Troubles. From the results obtained, it would appear that the largest group (eleven) of respondent organisations provide a generic service to those bereaved and injured in the Troubles. Counselling, training and self-help activities ranking second, with eight organisations offering these services. Organisations with advocacy, research and campaigning as their main aim came next, with five organisations having aims in that field, followed by organisations offering services to women (four) and young people (four). A further four organisations' aims lay in the field of cross-community work. Three respondents were umbrella groups for other groups in the voluntary sector, three provided a range of services to the general public, and three organisations' aim was to provide a safe place for people to meet. Two organisations provided services to prisoners and their families as their main aim, and single organisations had aims related to general community development, homeless people and integration of able-bodied and disabled people. The majority of organisations offered a wide range of services whilst a few offered the more specialist services or activities such as counselling, emotional support, advocacy, campaigning and research. This perhaps reflects the public perception that the main need of people who have been bereaved or injured is counselling, yet this remains to be substantiated. It may also perhaps reflect the fact that isolation often accompanies loss in the Troubles. This can mean that groups working with those affected by the Troubles must meet a wide range of needs, due to isolation from, and suspicion of, other sources of service on the part of their users.

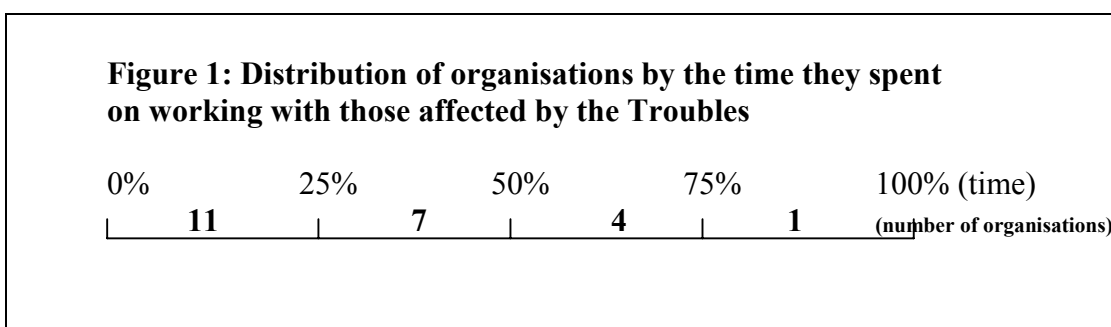
Specialist versus generic focus of organisations

Question 7 asked whether organisations specialised in working with those affected by the Troubles, or whether they worked with Troubles related issues as part of their general work. Table 5 shows that, in total six organisations working Northern Ireland-wide and four in the Belfast Urban area said that they worked exclusively with those affected by the Troubles. The zero figure for Derry is explained by the low response in the area.

Actual catchment Area	Working exclusively with effects of the Troubles	Working as part of other work	Do not work with effects of the Troubles
Belfast Urban Area	4	5	-
Derry and surrounds	-	3	-
South-East Border	2	-	-
Mid-Ulster	2	-	-
Omagh /Enniskillen	-	5	-
NI Wide	6	12	9
Outside NI	-	-	-
Missing / No Response	-	-	3
Total	14	25	12

Two groups in the South East Border region and two groups in Mid Ulster said that they worked exclusively in this field. Even allowing for the poor response rate to the survey, it would appear that the border regions have more specialist groups, (although one of these groups works on a specific issue and one is used predominantly by one community), taking into account the population density of Belfast and Derry Londonderry, and the level of Troubles related deaths. As we have seen earlier, Belfast is not evenly served, with West Belfast and Derry Londonderry appearing to be relatively under-served.

Question 8 asked organisations who worked with those affected by the Troubles as part of their work, “How much time (as %) is spent working directly with or for those bereaved / injured in the Troubles, as opposed to other service users?” Of the 25 groups who fell into this category, 11(44%) said that between 5 and 25% of their time was given over to work with those affected by the Troubles; 7 (28%) said that between 25% and 50% of their time was spent on this work; 4(16%) said that between 50% and 75% of their time was spent on this work; 1 (4%) said they worked between 75-100% in this field. 2 did not respond. This is illustrated in Figure 1.



It is also worthy of note that some of the groups formed in this field (for example the Bloody Sunday organisations) operate around the issues raised by a specific incident, and do not offer a service to a wider population of people affected by the Troubles. However, of the 5 of these groups (3 of these relate to Bloody Sunday, one to Loughgall and one to the issue of the “disappeared”) only one responded to the survey, and is therefore included in this analysis.

Longevity of organisations

Question 9 asked, “When was your organisation formed?” Table 5 shows that the majority of the organisations surveyed were formed within the last 8 years, with 4 having been formed in 1998 alone. There has been a steady growth in the number of organisations in this field from 1988 onwards, with a rapid acceleration of this growth in the period around the 1994 ceasefires, peaking in 1995.

Date of formation	Number formed
Pre 1900	1
1960-69	1
1970-79	4
1980-89	10
1990-98	22
No response	13
Total	51

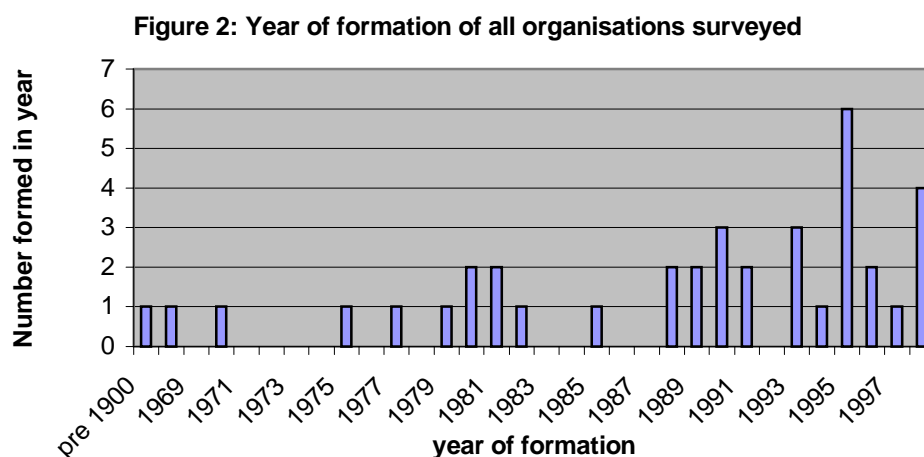
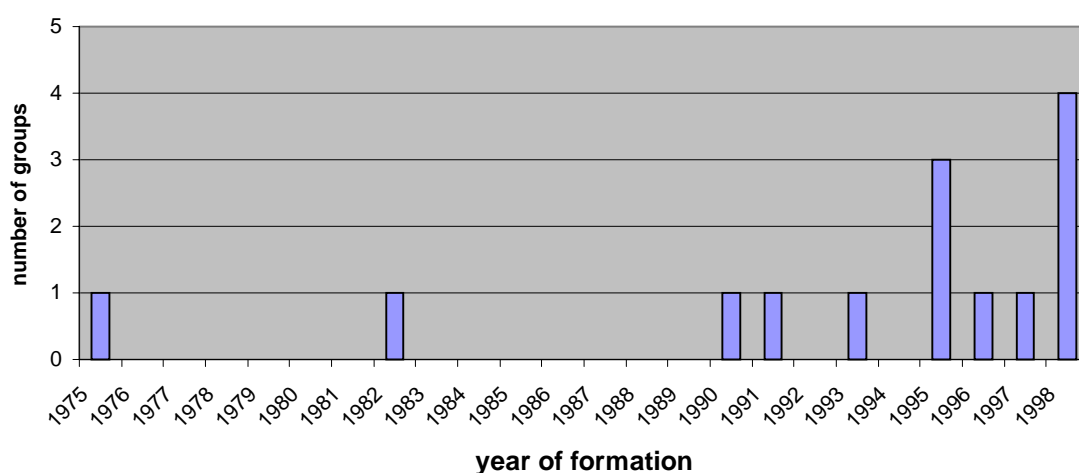


Figure 3: Year of formation: specialist groups



The relatively recent formation of many of the groups in the survey might give rise to concern about their ability to sustain themselves in the long term, and about their experience of survival in the world of voluntary effort. Issues such as the funding climate, and levels of other practical support for organisations will be important in determining this. Figure 2 shows the pattern of development of organisations over time and Figure 3 shows the equivalent distribution for specialist groups.

Since the peak number of all organisations formed occurs in 1995, one might conclude that the ceasefires were an important factor in encouraging the development of work in this field. The highest number of specialist organisations were formed in 1998, following the signing of the Good Friday Agreement, and the publication of the Bloomfield report. There are a number of possible explanations for this. One is that the conditions under which people could attend to the needs of those affected by the Troubles did not exist until some kind of peace was established, hence the growth in development after the ceasefires. Another explanation, which perhaps particularly relates to the 1998 growth in the number of specialist groups is the strong feeling amongst some people directly affected by the Troubles that their position, needs and sensitivities were not duly attended to during the peace process, leading them to form organisations which could give voice to their concerns. Conversely, the attention given to the issue by the government's establishment of the Bloomfield Commission, and the allocation of £5m to service the needs of those affected by the Troubles may

have helped stimulate development in the field. It is undoubtedly the case that the Special Support Programme for Peace and Reconciliation provided an important stimulus and support to the work of various groups in the field, and that these monies assisted in supporting the formation and the development of several groups, who, without such support could not have operated as they have done. The long-term future of these groups, and their ability to attract secure core funding, in the absence of further tranches of Peace and Reconciliation funding is a matter for concern.

Formalisation of groups

In Question 10, organisations were asked, “Are your aims set out in any formal document?” 34 organisations of 39 who work in field responded to the question. Of these, 22 were in form of constitution, 8 were Articles of Association, 3 were in form of a non-legal document and one was a Royal Charter. No information was available about the status of the remaining 5 organisations. This indicates a high level of formalisation, with 87.2% of organisations having written formal aims.

Population served

Question 11 asked, “What kind of population do you set out to serve?” and respondents were asked about the age range and gender of the people that they worked with. The majority of the groups (33 out of 39 or 85%) stated that they worked with all ages. However, a number of groups (4 or 10.3%) work only with adults. One group said that they worked only with young people. No group said that they worked only with males, but four groups (10.3%) said that they worked only with females. The majority of groups (35 – over 89%) said that they worked with both males and females.

How groups are distributed

The available data on deaths in the Troubles would suggest that the highest death rate is amongst males (91.1% of all deaths) and in age terms amongst the 20-24 year old age group (20.2% of all deaths). It is clear that males and females have very different

experiences of the Troubles, with males at higher risk from death and injury, and more likely to experience imprisonment and various forms of violence. However, it is clear that although several organisations specialise in work with females, it would appear that none specialise in work with men in relation to Troubles related issues. We know of one project that runs single gender groups for young men and young women, but this seems to be exceptional. It may be worth considering the encouragement of single gender work, particularly where it addresses the need and situation of young men. Similarly, given the higher risk experienced by young people it is somewhat surprising that only one of the organisations surveyed said that they specialised in work with young people. This, too, might be an area for further growth and development.

Work with specific populations affected by the Troubles

Question 12 asked, “What percentage of your members or users affected by the Troubles are; (12a) former members of a particular group; (12b) members of a particular geographical area; (12c) people with particular needs?” Respondents were asked to specify which group or area in each case. The response rate for this question was very poor (only 9 responses from a possible 39) and it is therefore not possible to be conclusive about the results. Of the 9 groups who indicated that percentages of members belonged to particular groups, 6 groups indicated work with former security forces, 1 with former Republican prisoners, 1 with families / partners of prisoners, and 1 with ‘victims of terrorist violence.’

Specialist groups

Of the 9 groups who responded, 4 were specialist groups. Of those, one group said that 8% of those they worked with were former security forces, and another said 20% of their clientele were in this category. One group said that they worked with ex-prisoners and their families, and this accounted for 70% of their clientele, whilst the other worked with victims of ‘terrorist’ violence.

Generic groups

Of those 5 groups who responded to Question 12a, the percentage of those that they worked with that were affected by the Troubles ranged from 2%-25%. One group

who answered this question stated that 65% of those they worked with are Republican prisoners.

Particular Geographical Areas

Question 12b asked what percentage of each organisation’s members or users were from a particular geographic area. There was a low response rate to this question, with only 21 respondents answering the question. Their responses confirmed the findings in Table 2.

Particular Needs

Question 12c asked if respondents served groups or individuals with particular needs as a result of the Troubles. In all, 28 failed to respond to this question. Of the 11 groups who responded, 6 groups stated they worked with people with psychological / emotional difficulties as a result of the Troubles, one group said that they worked with “victims of violence,” one said they worked with “traumatised women”, one said that they worked with “socially excluded /alienated” one said that they worked with “physical injuries” and one said that they worked with “intimidated individuals”. The highest response was “psychological difficulties,” which seems to be a common focus for the work of groups. Physical injury or practical problems seem to be less frequently focussed on. However, any conclusions drawn from this question have to be very tenuous due to the poor response rate.

We asked what was each of the group’s catchment area in Question 15. Responses are shown in Table 6.

Table 6: Urban rural breakdown of catchment areas				
Rural	Urban	Mixed	Community of interest	Total
2	9	22	6	39

The majority (22) of the 39 groups who answered this question reported a mixed urban and rural catchment area. This can be partly accounted for by the organisations with a Northern Ireland-wide catchment. Urban groups (9) predominate over rural (2) and six groups report serving a community of interest such as former prisoners or

former members of the security forces. This breakdown seems roughly to follow the distribution of Troubles related deaths, although it could be seen as surprising that more communities of interests are not served, for example parents who have lost children in the Troubles, people who have been physically disabled in the Troubles and so on.

Commonly reported problems

Question 16 asked respondents, “In your experience what kinds of problems related to the Troubles do the people you serve / your members currently have?” The response rate on this question was high, with 37 of the 39 organisations working with those affected by the Troubles responding. A summary of their responses are shown in Table 7 and Table 8. Table 7 shows the problems chosen as most commonly found in those affected by the Troubles according to number of organisations choosing each problem. Problems are ranked in order from the most frequently chosen to the least frequently chosen.

Table 7: Most important Troubles-related problems experienced by clientele		
Difficulty	Number of groups saying this was most common	Rank
Emotional Difficulties	12	1
Social Isolation	3	2
Mental Health Problems	3	2
Fear of mixing with people don't know	1	4
Fear of being target of violence in future	1	4
Anger at authorities	1	4
Multiple Bereavement	1	4
Grief-stricken	1	4
Mental Health Problems	1	4
Caring for family members	1	4
Financial Difficulties	1	4
No response	13	-
Total	39	-

Responses to this question are broken down into responses from groups who worked exclusively with those affected by the Troubles (shown as “specialist groups” in Table 8) and groups for whom work with those affected by the Troubles was only part of their work (shown as “generic groups” in Table 8). Marked differences appear between the specialist groups and the generic groups in terms of the difficulties that they report in those affected by the Troubles.

Table 8: Comparative ranking of difficulties between specialist groups and generic groups				
Difficulty	Specialist score	Specialist rank	Generic score	Generic rank
emotional difficulties *	14	1	9	10
feelings of being unjustly treated *	14	1	8	12
social isolation – not knowing others in similar situations *	13	3	8	12
anger at authorities	13	3	16	7
anger at non-recognition *	13	3	5	23
fear of being a target of violence in the future *	12	6	7	16
multiple bereavement *	12	6	7	16
grief-stricken as a result of bereavement	12	6	15	4
emotional difficulties due to inquests / compensation / media *	12	6	6	24
mental health problems such as depression *	11	10	17	1
fear of ceasefires not lasting	11	10	8	12
anger at certain groups or communities	11	10	7	16
family problems e.g.stress in caring for family members *	10	13	17	1
financial difficulties – making ends meet *	10	13	16	3
difficulties in school or with educational achievement	10	13	10	8
fear of mixing with people they don't know	10	13	9	10
family problems e.g. family breakdown	9	17	13	7
anger at past neglect of their needs	9	17	10	8
fear as a result of prisoner releases	9	17	6	20
problems with addiction to alcohol, medication etc *	8	20	14	5
anger as a result of prisoner releases	8	20	7	16
domestic violence	7	22	8	12
stress management *	7	22	14	5
punishment / mutilation beatings	7	22	5	23
managing chronic pain	6	25	5	23
forced to leave their community/ family	6	25	2	26
OTHERS SUGGESTED BY GROUPS				
lack of awareness by the system	3		1	
physical /emotional /sexual abuse of young people	4		4	
lack of specialist support	3		1	
frustration at unsolved murders	4		0	
lack of support from churches	1		0	

Table 8 also shows five additional items suggested by respondents in the “other” response category for Question 16(a).

Out of the 26 possible responses given to respondents, there is a divergence of 5 or more score points between specialist and generic groups on 12 of the 26 items. Items where such divergence occurs are marked with an asterisk in Table 8. Furthermore, the list of highest ranking problems found by two kinds of organisations in people affected by the Troubles show rather different pictures of what they see as the most common problems. Table 9 shows the top ten issues according to the specialist organisations, and Table 10 shows the equivalent list for the generic organisations.

Table 9: Ten most common problems for those affected by the Troubles according to specialist groups		
Difficulty	Specialist score	Specialist rank
emotional difficulties	14	1
feelings of being unjustly treated	14	1
social isolation – not knowing others in similar situations	13	3
anger at authorities	13	3
anger at non-recognition	13	3
fear of being a target of violence in the future	12	6
multiple bereavement	12	6
grief-stricken as a result of bereavement	12	6
emotional difficulties due to inquests / compensation / media	12	6
mental health problems such as depression -	11	10
fear of ceasefires not lasting	11	10
anger at certain groups or communities	11	10

Table 9 shows emotional difficulties, feelings of injustice, isolation, anger and fear as being the most commonly identified amongst the specialist groups. These groups are often composed of people who have direct personal experience of the more severe effects of the Troubles, some of them are run on a self-help basis, and some are managed by people bereaved and injured in the Troubles. In Table 10, which shows the equivalent ranking for generic groups, the most common difficulties are seen as mental health problems, family problems, financial difficulties, grief and substance abuse.

Table 10: Ten most common problems for those affected by the Troubles according to generic groups		
Difficulty	Generic score	Generic rank
mental health problems such as depression -	17	1
family problems e.g. stress in caring for family members -	17	1
financial difficulties – making ends meet	16	3
grief-stricken as a result of bereavement - 26	15	4
problems with addiction to alcohol, medication etc	14	5
stress management	14	5
family problems e.g. family breakdown	13	7
difficulties in school or with educational achievement	10	8
anger at past neglect of their needs	10	8
emotional difficulties	9	10
fear of mixing with people they don't know	9	10
social isolation – not knowing others in similar situations	8	12
domestic violence	8	12
fear of ceasefires not lasting	8	12
feelings of being unjustly treated	8	12

There are a number of possible explanations for this. It is possible that the generic organisations serve a rather different population of people affected by the Troubles than the specialist organisations. This could explain the divergence of view about what the most common problems are. Perhaps those affected by the Troubles who have mental health difficulties or who have family, financial or substance abuse problems do not tend to use the specialist organisations as much as they use the generic organisations. Our general knowledge of the field would suggest that people with these kinds of problems do, in fact, use the generic organisations, but perhaps they use them differently to the way they use specialist organisations. Perhaps in the specialist organisations there is a sense of being among people in similar situations to oneself, and therefore different information and levels of self-disclosure lead to different conclusions being drawn in these organisations. The results do, however, raise one anxiety. Is it possible that fear, feelings of injustice, emotional difficulties and anger – particularly at the authorities and at not having one's suffering recognised – is seen as evidence of mental illness and family problems in generic organisations? Is there cause for concern that, in the wider voluntary sector provision, the specific effects of violent bereavement, injury and other effects of armed conflict are labelled with psychiatric labels, or seen as individual pathology, when their origins lie within

the violent political divisions of the society, rather than within the individual?

Certainly the generic organisations' list looked more like a list of illnesses and malfunctions, whereas the specialist organisations list tended to look more like understandable reactions to overwhelmingly difficult and traumatic circumstances.

Perceptions of those affected by the Troubles within the voluntary sector

It would be a matter of concern if all organisations within the voluntary sector were not clear about the common reactions people have to being close to events in the Troubles, and it is worrying if the normal reactions of those affected by the Troubles are being construed as illness. There may be a need to investigate this further to ascertain whether there is a need for training staff and volunteers in the generic organisations to recognise and work with the effects of the Troubles. However, the perceptions of the problem may be driven by the kind of services offered by existing generic organisations on the one hand and specialist organisations on the other. The range of services are quite distinct from one another, as can be seen in response to Question 28 later in the questionnaire.

Gaps and shortfalls in services

In the next part of the survey, the issue of shortfall or gaps in service provision was addressed. Question 17 asked, "Which of the following difficulties related to the Troubles do your members, or those you serve, currently have with service provision?" The response rate was good with 36 of the 39 organisations responding, although 12 groups did not prioritise their answers, but responded by a series of ticks against a number of categories.

Difficulty	Number of organisations identifying this	Rank
Reluctance to use statutory services	4	1
Lack of knowledge of available services	4	1
Difficulty accessing welfare rights advice	3	3
Lack of social/recreational provision	3	3
Lack of good counselling services	3	3
Inability to seek help	2	6
Lack of educational provision	1	7
Lack of respite for carers	1	7
Lack of transport	1	7
Fear of compromising personal security	1	7

Table 12 shows the most frequently chosen options in response to Question 17. If we look simply at the frequency with which certain options were chosen a rather different picture emerges.

Difficulty	Total	Specialist	Generic
lack of good counselling services	26	12	14
fear of seeking help in case personal security is compromised	20	12	8
lack of knowledge of available services	22	12	10
reluctance to use statutory services	22	11	11
reluctance to take charity	18	11	7
reluctance to be associated with groupings offering help	22	11	11
difficulty accessing welfare rights advice	16	10	6
lack of educational provision	18	10	8
lack of social and recreational provision	18	9	9
lack of transport	18	9	9
inability to seek help	18	9	9
lack of good complementary therapy services such as massage	12	8	4
literacy difficulties	14	8	6
attitude of service provider	12	7	5
difficulties with procedures needed to access services	14	7	7
lack of respite for carers	17	6	11
difficulty accessing medical services because of waiting lists	11	6	5
difficulty accessing medical services because of isolation	11	6	5
lack of physiotherapy services	9	6	3

Difficulty	Total	Specialist	Generic
unwillingness of part of funders to fund memorials	10	6	4
self-healing / self-empowerment	3	3	0
lack of research into improved techniques of medical care, aids etc.	3	2	1
Other (<i>please specify</i>) <i>lack of co-ordination between service providers</i>	3	2	1
lack of specialist support	2	1	1
lack of childcare facilities	1	1	0
lack of support and understanding from own community	1	1	0

Again, we see rather different priorities emerging between the specialist groups and the generic groups, with the exception that all groups are agreed that a lack of good counselling services is the most important gap. However, specialist groups see fear of seeking help because of personal security, lack of knowledge of existing services, reluctance to be associated with groups offering help, reluctance to take charity and reluctance to use statutory services as the most important problems. Generic groups also see reluctance to use statutory services and reluctance to be associated with groups offering help as a problem, but rank lack of respite above lack of knowledge of services and fear of seeking help due to personal security anxieties. Whilst there is some coherence between the two groups, in that they agree that good counselling is a shortfall, and that people are reluctant to use statutory services, the generic services do not see fear related to personal security as an issue, whereas the specialist groups do. Again this would suggest that perhaps the generic groups are not entirely aware of some of the difficulties faced by people seeking help in this field. Again this would indicate that proper well-resourced supervised counselling services which are sensitive to the fears and circumstances of those affected by the Troubles and are located outside the statutory sector would fill an agreed gap in services.

Identity of service provider

The identity of the organisation offering help emerges as an issue for both generic and specialist groups, and this might be construed as an argument for a “mixed economy” of provision, so that those affected by the Troubles from all backgrounds and situations can access services that are delivered by organisations acceptable to them. The reluctance to use statutory services was identified by the Social Services

Inspectorate inspection into services to those affected by the Troubles (Living with the Trauma of the 'Troubles', DHSS, March 1998).

This reluctance is partly based on the existing authority roles held by, for example social workers, who are primarily perceived by the general population as enforcers of child protection legislation, and not as sympathetic counsellors. Reluctance to approach statutory social services can be seen in the light of their role in many communities as those who police child neglect and abuse. Reluctance to use mental health services may be based on the desire to avoid the stigma of being labelled mentally ill, and on assessments of the services available as not helpful, (see Cost of the Troubles Study survey) and only to be used in extreme circumstances. This reluctance to use the statutory services is also a cause for concern. This issue may require further enquiry and strategy on the part of statutory services, in order to build relationships of trust with communities who clearly need services, but who cannot access them unless such trust exists between them and the service deliverer. A more general awareness on the part of service providers of the specific fears and difficulties associated with loss sustained in the Troubles might increase the ability of general service providers to make services more sensitive to such fears and difficulties.

In the period of transition from violence to a hopefully sustained peace, it would be naive to expect people to use services provided by those outside of their own community, and who they may not trust. Every service provider, including the statutory services, has a group of people who will have difficulty trusting them or using their services. In the long-term, the encouragement of services to be aware of needs and perspectives beyond their own constituency will facilitate a situation where all service providers are aware of all dimensions to the effects of the Troubles. This development can be facilitated by supporting cross-community exchanges of experience and expertise between those active in service provision in this field. In the short term, it must be recognised that, for many, the security of "their own" is the only way in which they can ask for or accept help, given the high level of fear that many have been left with as a result of what has happened to them.

Financial support for work with those affected by the Troubles

In this section of the questionnaire, we asked groups about their financial circumstances and the level of financial support they received. It is notoriously difficult to obtain reliable – or indeed any – answers to survey questions about money and finances. However, for the most part, groups provided answers, although ten were unwilling or unable to complete this section of the questionnaire and whilst we offered to assist groups to complete the questionnaire, we did not press them to do so. The comparability of the financial data collected provided us with a challenge in analysis, and for this reason and for the reason of preserving confidentiality, what we present here is a summary, rather than financial details or names of any participating organisation. We would also sound a note of caution about the absolute reliability of the financial details we have gathered, and would encourage the reader to use them as a guide rather than a statement of the exact amounts expended in each area.

In Question 18, we asked, “What was your groups actual total annual expenditure for the last financial year?” Out of the 39 groups completing the full questionnaire, 29 completed this section.

According to the figures collected, a total of £4,199,144.00 was spent by all groups working in this field in the last financial year. Of this, £3,631,949.00 was spent by the 20 generic groups who provided financial details, and £567,190.00 was spent by the 9 specialist groups who provided details. We had some difficulty with the allocation of groups to each of these categories. One large organisation that undertakes cross-community work identified itself as an organisation that works exclusively with those affected by the Troubles. However, our knowledge of the organisation would suggest that whilst this is true, in that we are all affected by the Troubles to some extent, this group does not work exclusively with those bereaved and injured in the Troubles in the same way as some of the smaller organisations do. If we allocate this group to the generic category, the average expenditure per specialist group is £62,740.22 in the last financial year. One of the organisations surveyed is a research organisation and does not provide direct services to those bereaved and injured in this field. If we further

exclude this organisation, the average expenditure goes down to £48,844.12 average expenditure. The equivalent figure for the generic groups is £185,922 average expenditure per group.

The range of expenditure for generic groups ranges from £934,029 per annum to £2,325 per annum. Five organisations did not provide financial details. In the case of the specialist groups, the highest annual expenditure was £173,909 if we count the research organisation, or £125,857 if we discount it and count only service providers. The lowest expenditure was zero, with several organisations at the bottom of the expenditure range who had no official expenditure last year.

Financial years

In Question 19, groups were asked when their financial year ended. In all, 27 of the 29 groups answered, and of these 13 (48%) had financial years that ended in March, 4 had years ending in April, one in June, 3 in September, one in October, one in November and 4 in December.

Allocation of expenditure

Question 20 asked groups about how their expenditure was allocated across a number of areas. In all, a total of 28 groups responded to this question. As can be seen in Table 13, staff costs are relatively and absolutely the largest item of expenditure (48.01% of total expenditure, or £2,024,672) an average of £72,310 per group. This is followed by operational costs, which account for an average 14.32% of total expenditure of groups, a total of £601,141 and an average of £60,114 per group. Project / Programme costs are the next largest category of expenditure (8.75% of total expenditure, £367,335 in total, and an average of £19,333 per group) followed by cost of premises (8.35% of total expenditure £350,425 in total and an average of £17,521 per group.) These are the major items of expenditure for all groups.

Table 13: Distribution of expenditure: all groups				
	Total groups responding	Total amount – all groups	Average amount per group	Average % of total
Staff	28	2,024,672	72,310	48.01
Telephone /fax**	27	52,794	1,955	1.26
Travel**	27	91,690	3,394	2.18
Postage**	27	36,990	1,370	0.89
Office Supplies**	27	77,830	2,883	1.85
Photocopying**	27	31,170	1,154	0.74
Secretarial Services**	5	108,733	21,747	2.59
Capital Costs	8	313,140	39,143	7.46
Project / Programme Costs	19	367,335	19,333	8.35
Cost of Premises	20	350,425	17,521	8.35
Equipment	12	122,991	10,249	2.93
Development / Training	2	6,428	3,214	0.15
Financial Services	5	13,805	2,761	0.33
Operational Costs	10	601,141	60,114	14.32
TOTAL		4,283,102		100%

We broke the responses down into specialist groups and generic groups, to see if there was any difference between them in expenditure patterns. Table 14 shows the data for specialist groups and Table 15 shows the data for generic groups.

Table 14: Distribution of expenditure: specialist groups				
	Total number of groups responding	Total amount – specialist groups	Average amount per group	Average % of total
Staff	9	£312,490	£34,721	55.1%
Telephone /fax	8	£9,991	£1,248.90	1.76%
Travel	8	£10,817	£1,352.13	1.91%
Postage	8	£5,656	£707	1.00%
Office Supplies	8	£4,389	£548.63	0.77%
Photocopying	8	£2,423	302.87	0.43%
Secretarial Services	0	0	0	0
Capital Costs	1	£711	£711	0.13%
Project / Programme Costs	5	142,120	24,405	25.01%
Cost of Premises	5	£27,672	£3,459	4.9%
Equipment	2	£6,059	£3,029.50	1.07%
Development / Training	1	£6,314	£6,314	1.14%
Financial Services	3	£2,675	£892	0.47%
Operational Costs	3	35,873	11,959	6.32%
TOTAL		£567,190		100%

In the case of both generic groups and specialist groups, the highest proportion of their expenditure went on staff costs. However, at 55.1% of total income of specialist groups, an average of £34,721 per group that responded, staff costs were proportionately a greater part of expenditure than for generic groups. Generic groups spent only 47.14% of their income on staff, an average of £90,115 per group.

	Total number of groups responding	Total amount - generic groups	Average amount per group	Average % of total
Staff	19	£1,712,182	£90,115	47.14%
Telephone /fax	19	£42,803	£2,253	1.18%
Travel	19	£80,873	£4,256	2.23%
Postage	19	£31,334	£1,649	0.86%
Office Supplies	19	£73,441	£3,865	2.02%
Photocopying	19	£28,747	£1,513	0.79%
Secretarial Services	5	£108,733	£21,747	2.99%
Capital Costs	7	£312,429	£44,633	8.6%
Project / Programme Costs	14	£225,215	£16,087	6.2%
Cost of Premises	15	£322,753	£21,517	8.9%
Equipment	10	£116,932	£11,693	3.22%
Development / Training	1	£114	£114	.003%
Financial Services	2	£11,130	£5,565	0.31%
Operational Costs	7	£565,263	£80,751	15.56%
TOTAL		£3,631,949		100%

Specialist groups spent proportionately less of their income on premises (4.9% - an average of £3,459 per group) than generic groups, (8.9%, an average of £21,517 per group). Programme costs are higher for specialist groups (25.01% of total expenditure, an average of £24,405 per group) than generic (6.02% of total expenditure, an average of £16,087 per group).

Expenditure specifically dedicated to the effects of the Troubles

Question 21 asked, “How much of your expenditure was devoted to services to those affected by the Troubles?” There was a poor response to this question, with only 16 out of possible 39 responding. Of these, 5 were specialist groups, and 11 generic groups. The total expenditure for the 5 specialist groups was £420,426, and for the generic, £849,539, although the total expenditure of one organisation in this category was counted in that figure. We are not sure that these figures are terribly meaningful,

given the difficulty that groups had with completing the question and the manner of calculation some used in completing it.

Sources of funding

Question 22 asked, “What are your main sources of funding?” Response was fairly good to this question, with 30 of the 39 groups giving replies. The largest amount of money going into this field of work is from local fund-raising which accounts for over £5m in 1998, an average of £42,344 per group who received money from local fund-raising. The next most important source of funding was the Northern Ireland Voluntary Trust Peace and Reconciliation funding which financed 17 groups at an average value of £34,344 per group. Several large single grants which finance the work of some of the large generic organisations mean that they are in the enviable situation of not having to seek a large patchwork of smaller funding. The Northern Ireland Office makes a grant of almost £500,000 to one such organisation, and the European Social Fund makes a grant to another of £143,000. The other important sources of funding for work in this area are: the Community Relations Council, who gave a total of £446,546, an average of £40,595 per group; the National Lottery, who gave a total of £385,310, an average of £48,164 per group; Local Social Services Trusts, who gave a total of £265,157, an average of £37,880; Central Community Relations Unit, who gave a total of £216,000, an average of £108,000 per group; and local Partnership Boards, who gave a total of £180,073, an average of £30,012 per group.

SOURCE OF FUNDING	Total	No. of groups assisted	Average amount to groups
Local Fundraising	592,817	14	£42,344
NIVT Peace & Reconciliation	583,848	17	£34,344
Northern Ireland Office	480,000	1	£480,000
Community Relations Council	446,546	11	£40,595
National Lottery	385,310	8	£48,164
Local Social Services Trust	£265,157	7	£37,880
Central Community Relations Unit	£216,000	2	£108,000
Local Partnership Board	£180,073	6	£30,012
Dept. of Health and Social Services	£153,008	8	£19,126
European Social Fund	£143,000	1	£143,000
Making Belfast Work	£120,002	6	£20,000
Dept of Education for Northern Ireland	£112,837	4	£28,209
Londonderry Initiative	£110,403	2	£55,202

Table 16: Sources of funding – total for all groups			
SOURCE OF FUNDING	Total	No. of groups assisted	Average amount to groups
Youthnet	£90,795	5	£18,159
Peace & Reconciliation through EGSA	£83,000	1	£83,000
Private Donation – International	£79,284	2	£39,642
Ireland Fund	£67,044	4	£16,761
Private Donation – Northern Ireland	£50,620	2	£25,310
Children in Need	£47,200	9	£5,244
Local Church	£45,000	1	£45,000
Local Council	£48,248	8	£6,031
Other Charitable Sources	£39,745	9	£4,426
Victims Liaison Unit	£35,000	2	£17,500
Northern Ireland Co-operative Development Agency	£33,500	1	£33,500
Comic Relief	£23,750	3	£7,917
Probation Board for Northern Ireland	£22,600	1	£22,600
Childhood Fund	£22,400	2	£11,200
Private Donation – Local	£20,403	4	£5,101
Lloyds TSB Foundation	£11,400	3	£3,800
Ulster Defence Regiment Benevolent Fund	£3,000	1	£3,000
Police Authority or other police source	£1,126	1	£1,126
TOTAL	£4,523,116		

Clearly, these overall data must be treated with some caution, due to the incomplete responses. They are broken down into specialist and generic groups in Tables 17a and 17b. The sources are ranked in each table according to the size of their financial input.

Table 17a: Specialist groups: Sources of funding			
SOURCE OF FUNDING	Total	No. of groups assisted	Average amount to groups
NIVT Peace & Reconciliation	232,179	5	46,436
National Lottery	164,663	2	82,332
Community Relations Council	145,462	4	36,366
Central Community Relations Unit	100,000	1	100,000
Londonderry Initiative	100,000	1	100,000
Private Donation – International	78,000	1	78,000
Youthnet	67,295	4	15,392
Making Belfast Work	61,567	4	15,392
Local Church	45,000	1	45,000
Local Partnership Board	37,640	2	18,820
Local Fundraising	37,380	3	12,460
Victims Liaison Unit	35,000	2	17,500
Probation Board for Northern Ireland	22,600	1	22,600
Children in Need	15,200	4	3,800
Local Council	15,150	2	7,575
Private Donation – Northern Ireland	10,620	1	10,620
Ireland Fund	6,000	2	3,000

Table 17a: Specialist groups: Sources of funding			
SOURCE OF FUNDING	Total	No. of groups assisted	Average amount to groups
Comic Relief	5,000	1	5,000
Private Donation – Local	1,100	1	1,100
TOTAL	1,179,856		

What emerges from this breakdown is that specialist groups are heavily dependent on NIVT Peace and Reconciliation funding, followed by National Lottery, Community Relations Council, and Central Community Relations Unit funding. The generic groups single largest sources of funding is local fund-raising, followed by the Northern Ireland Office – although this is accounted for by a grant to a single organisation.

Table 17b: Generic groups: Sources of funding			
SOURCE OF FUNDING	Total	No. of groups assisted	Average amount to groups
Local Fundraising	£555,437	11	£50,495
Northern Ireland Office	£480,000	1	£480,000
NIVT Peace & Reconciliation	£351,669	12	£29,306
Community Relations Council	£311,084	7	£44,441
Local Social Services Trust	£265,157	7	£37,880
National Lottery	£220,647	6	£36,775
Dept. of Health and Social Services	£153,008	8	£19,126
European Social Fund	£143,000	1	£143,000
Local Partnership Board	£142,433	4	£35,608
Central Community Relations Unit	£116,000	1	£116,000
Dept of Education for Northern Ireland	£112,837	4	£28,209
Peace & Reconciliation through EGSA	£83,000	1	£83,000
Ireland Fund	£61,044	2	£30,522
Making Belfast Work	£58,435	2	£29,217
Other Charitable Sources	£39,745	9	£4,426
Private Donation – Northern Ireland	£40,000	1	£40,000
Northern Ireland Co-operative Development Agency	£33,500	1	£33,500
Local Council	£33,098	6	£5,516
Children in Need	£32,000	5	£6,400
Youthnet	£23,500	1	23,500
Childhood Fund	£22,400	2	£11,200
Private Donation – Local	£19,303	3	£6,434
Comic Relief	£18,750	2	£9,375
Lloyds TSB Foundation	£11,400	3	£3,800
Londonderry Initiative	£10,403	1	£10,403
Ulster Defence Regiment Benevolent Fund	£3,000	1	£3,000
Private Donation – International	£1,284	1	£1,284
Police Authority or other police source	£1,126	1	£1,126
TOTAL	£3,343,260		

NIVT Peace and Reconciliation is third on the list for generic groups. This would indicate a greater degree of autonomy amongst generic groups in terms of funding, and although both sets of groups are dependent on Peace and Reconciliation funding, the dependence is greater amongst specialist groups. This is worrying in the light of the uncertain future of this kind of funding in the long term. Generic groups have a much longer and more diverse set of funding sources, and again this would raise concerns about the need to widen the funding base of the specialist groups.

In Question 23, we asked, “Which of these amounts were granted specifically for work with those affected by the Troubles?” There was a very poor response to this question with only 14 of groups responding. Of these, 5 groups stated that all of their funding went specifically for this purpose.

Table 18: Funding specifically for work with those affected by the Troubles			
Source of funding	Total Amount of Funding	No. of groups assisted	Average amount per group
Local fundraising	£462,951	4	£115,738
NIVT	£354,528	9	£39,392
Central Community Relations Unit	£247,628	3	£82,543
Community Relations Council	£139,812	4	£34,953
Private Donation – International	£78,000	1	£78,000
Belfast European Partnership	£74,000	1	£74,000
Department of Education for NI	£38,526	1	£38,526
YouthNet	£37,295	1	£37,295
Local Partnership Board	£37,460	2	£18,730
Making Belfast Work	£35,067	2	£17,534
Victims Liaison Unit	£35,000	2	£17,500
Lottery	£27,663	1	£27,663
Children in Need	£21,502	4	£5,376
Private Donation – NI	£10,620	1	£10,620
Ireland Fund	£12,044	2	£6,022
Comic Relief	£5,000	1	£5,000
UDR Benevolent Fund	£3,000	1	£3,000
Lord Mayor of Belfast	£2,000	1	£2,000
Milburn Trust	£2,000	1	£2,000
Local Council	£1,650	2	£825
TOTAL	£1,663,041		

Table 18 shows funding specifically dedicated to work with those affected by the Troubles. This is calculated by asking groups to estimate the proportion of their income spent on this work, and then calculating the amount accordingly. The resultant list shows that local fund-raising followed by NIVT, CRC and CCRU are still the most important funding sources for this work in both specialist and generic groups.

Security of funding

Security of funding is also a major issue facing groups in this field. Question 24 asked, “For how long is your funding secure?” Of the 17 groups who responded, one group stated that their funding was secure only until December 1998, although they did indicate that follow-up funding was available subject to evaluation. However, they are shown as zero in Table 20.

Month	Number of groups	Cumulative number
0	1	1 (5.85%)
1	1	2 (11.76%)
2	1	3 (17.65%)
3	3	6 (35.29%)
4	3	9 (52.94%)
5	0	9 (52.94%)
6	0	9 (52.94%)
7	0	9 (52.95%)
8	1	10 (58.82%)
9	1	11 (64.70%)
10	2	13 (76.47%)
11	0	13 (76.47%)
12	1	14 (82.35%)
18	1	15 (88.24%)
24	1	16 (94.12%)
33	1	17 (100%)
TOTAL	17	17

The range is between 1 month and 33 months with 14 of those 17 having secure funding of less than 12 months.

Table 20 shows that almost 53% of groups have secure funding of four months or less.

Table 21 shows the length of secure funding that groups have for their office costs.

Months of secure funding available	Number of groups	Cumulative number and %
0	1	1 (6.6%)
1	1	2 (13.3%)
2	1	3 (20%)
3	2	5 (33.3%)
4	3	8 (53.3%)
5	0	8 (53.3%)
6	0	8 (53.3%)
7	1	9 (60%)
8	0	9 (60%)
9	1	10 (66.6%)
10	0	10 (66.6%)
11	0	10 (66.6%)
12	1	11 (73.3%)
20	1	12 (80%)
24	1	13 (86.6%)
33	1	14 (93.3%)
39	1	15 (100%)
Total	15	

A third of groups have three months or less of secure funding available for their office costs. Table 22 shows the equivalent data for premises costs.

Month	Number of groups	Cumulative total and %
0	1	1 (7.7%)
1	0	1 (7.7%)
2	2	3 (23.1%)
3	2	5 (38.5%)
4	2	7 (53.8%)
5	0	7 (53.8%)
6	0	7 (53.8%)
7	0	7 (53.8%)
8	0	7 (53.8%)
9	0	7 (53.8%)
10	0	7 (53.8%)
11	0	7 (53.8%)
12	2	9 (69.2%)
20	1	10 (76.9%)
24	1	11 (84.6%)
35	1	12 (92.3%)
39	1	13 (100%)
Total	13	

Over half the groups who responded have four months or less secure funding for premises. Table 23 shows length of secure funding for project costs. Just over half the groups have secure funding of 9 months or less for their project costs.

Month	Number of groups	Cumulative number and %
0	1	1 (6.6%)
1	0	1 (6.6%)
2	2	3 (20%)
3	1	4 (26.6%)
4	2	6 (40%)
5	0	6 (40%)
6	0	6 (40%)
7	1	7 (46.6%)
8	0	7 (46.6%)
9	1	8 (53.3%)
10	2	10 (66.6%)
11	0	10 (66.6%)
12	2	12 (80%)
20	1	13 (86.6%)
24	1	14 (93.3%)
35	1	15 (100%)
TOTAL	15	

Overall, security of funding seems to be very short-term and this would give rise to concerns about the implications of groups' abilities to plan for the future and to sustain and develop work in any given field, given the insecurity of their financial positions.

Future sources of funding

Question 25 asked respondents, "Where do you intend seeking funding in the future?" Responses are shown in Table 24. In all, 31 of a possible 39 responded.

Source of funding	Number of groups intending to approach	Details
National Lottery	23	
NIVT Peace and Reconciliation	21	
Community Relations Council	19	
local fundraising/ members subscriptions	18	
Children in Need	17	

Table 24: Future sources of funding		
Source of funding	Number of groups intending to approach	Details
Local Partnership Board	17	3 – Derry 3 – Omagh 1 – Belfast 1 – Newtownabbey
Local council	14	3 – Omagh 2 – Derry 1 – Moyle 1 – Belfast 1 – Craigavon 1 – Banbridge
Department of Health and Social Services	13	
Local Social Services Trust	13	3 – North 2 – West 1 – East 1 – Sperrin Lakeland
Ireland Fund	13	
Making Belfast Work	12	2 – North 1 – West
Department of Education for NI	11	
Other Trusts	7	
Comic Relief	7	
Other government department	6	1 – PBNI 1 – VLU 1 – CCRU 1 – Criminal Justice 1 – DOE
Local Church	5	
Prison Officers Association	3	
UDR Benevolent Fund	3	
RUC Benevolent Fund	2	
Diana, Princess of Wales, Memorial Fund	2	
Londonderry Initiative	2	
Police Authority or other police source	2	

Table 24 shows that the National Lottery is the most popular source of future funding, with NIVT and CRC coming second and third respectively. Local fund-raising is still an important source of funding, ranking fourth overall, and Local Partnership Boards and Local Councils seem to appear as future potential sources of funding, even though they have not funded this kind of work heretofore.

Staffing

Question 26 of the questionnaire asked groups, “What staff do you have working for you?” Table 25 shows their responses in terms of full-time, part time paid staff, volunteers whose expenses are paid, and full-time and part-time volunteers who receive no payment.

Number of responses:	No. of paid FT staff	No. of paid PT staff	No. of FT volunteers with expenses paid	No. of PT volunteers with expenses paid	No. of FT volunteers no expenses paid	No. of PT volunteers – no expenses paid
Specialist: 9 (of 14)	24	6	5	29	15	47
Generic: 20 (of 25)	95	76	266	528	3	763
Total: 29 (of 39)	119	82	271	557	18	810
Final Totals	160		549.5		423	

Overall the total number of personnel available to the specialist groups is 126 and for generic groups the total is 1,731. When part-time staff are calculated at .5, the totals become 85 for generic groups and 1,047.5 respectively.

Time spent fund-raising

Question 27 asked, “How much of your group’s / staff’s time is spent on fundraising for work related to the effects of the Troubles?” Of possible 39 respondents, 29 answered this question.

	0-25%	25-50%	50-75%	75-100%	No Response
Specialist	3	4	2	2	3
Generic	10	6	1	1	7
TOTAL	13	10	3	3	10

Table 26 shows that the majority (10) of the generic groups spent relatively little time fund-raising, whereas the specialist groups were spending more time on average on this activity. This would reflect the earlier data about the relative insecurity of specialist groups' funding position.

Main activities and services provided

Question 28 asked respondents, "What are your main activities related to addressing the effects of the Troubles as a group?" The response to the question in terms of the most important activity is shown in Table 27 and a breakdown of all responses between the specialist and generic groups is shown in Table 28. The response rate was good, with 34 of the 39 groups responding.

Activity	No. of organisations choosing this activity	Rank
Helping with emotional difficulties	6	1
Redressing social isolation	5	2
Providing counselling services	3	3
Helping with financial difficulties	2	4
Providing welfare rights advice	2	4
Providing a befriending service/home visits	1	6
Helping with mental health problems	1	6
Helping to find out truth of the past	1	6
Helping with fears of mixing	1	6
No response	12	-

From Table 27 it is clear that, amongst the total organisations, it is emotional and social needs that are most catered for by the existing voluntary provision, with 14 groups saying that the provision for emotional needs, social isolation and counselling is their top priority. However, the scope and accessibility of these services are not known, and this might be a matter for further inquiry. Financial and welfare rights advice was only seen as a top priority by only two groups, and home visits and befriending was only seen as a top priority by one group. Similarly, helping with mental health problems was only selected as a priority by one group. Justice and truth issues were similarly low on the agenda of most groups, with only one group saying

that they saw finding out the truth as a top priority. The issue of fear was similarly mentioned by only one group, who saw helping people with mixing as a top priority service in this field.

Table 28: All organisation's activities which address the effects of the Troubles			
	Total	Specialist	Generic
Redressing social isolation –putting people in situations where they can meet together with others in similar situations	29	14	15
Helping people with emotional difficulties	28	13	15
Helping with stress in caring for family members, family breakdown and other family related problems.	21	8	13
Helping with mental health problems such as depression	23	8	15
Dealing with those affected by domestic violence	15	9	6
Finding services for those with addiction to alcohol, medication or other substances	15	6	9
Helping with financial difficulties – making ends meet	18	6	12
Helping with difficulties in school or with educational achievement	16	7	9
Helping to address members' fear of mixing with people they don't know	18	8	10
Helping with members' fear of being a target of violence in the future	16	11	5
Helping with members' fear of ceasefires not lasting	14	11	3
Dealing with members' anger at certain groups or communities	21	10	11
Dealing with members' anger at past neglect of their needs	23	13	10
Dealing with members' fear as a result of prisoner releases	14	14	0
Dealing with members' anger as a result of prisoner releases	13	10	3
Providing help with stress management	18	6	12
Providing help with managing chronic pain	4	3	1
Dealing with members' anger at authorities	20	12	8
Dealing with members' feelings of being unjustly treated	19	12	7
Dealing with members' feelings as a result of non-prosecution / non-conviction	12	6	6
Helping people to find the truth about what happened in the past	15	10	5
Providing welfare rights advice	13	5	8
Providing supplementary educational provision	6	3	3
Providing respite for carers	5	3	2
Providing social and recreational opportunities	11	5	6
Providing transport	7	5	2
Providing private access to medical services	1	1	0
Providing counselling services	17	6	11
Providing complementary therapy services such as massage	9	5	4

Table 28: All organisation's activities which address the effects of the Troubles			
	Total	Specialist	Generic
Physiotherapy services	2	2	0
Providing holidays and day-trips	6	5	1
Providing crèche and childcare facilities	10	2	8
Providing help with adaptations to homes	1	0	1
Providing aids for disabled members	2	0	2
Providing legal advice for members	5	3	2
Providing a telephone helpline	7	5	2
Providing a telephone counselling service	3	2	1
Providing a befriending service / home visits	12	7	5
Helping people find accommodation	7	5	2
Organising local memorials for people affected by the Troubles	10	8	2
Providing self-help groups (if so, how many groups and how many members in each?)	12	6	6
No response	11	8	3

Table 28 shows some differences between generic and specialist groups in terms of the focus of their reported activities. Specialist groups were more likely than generic groups to be involved in dealing with issues related to prisoner releases, issues of anger and injustice, the management of chronic pain, helping people to find out the truth about the past, organising memorials and providing holidays and trips.

Tables 29 and 30 show the difference between the priorities of the generic and specialist groups surveyed. As was discussed earlier, both the generic and specialist groups selected “addressing social isolation” as their top priority but after that there was a marked divergence.

Table 29: Most frequently mentioned services by generic groups	
	Number of groups
Redressing social isolation –putting people in situations where they can meet together with others in similar situations	15
Helping people with emotional difficulties	15
Helping with mental health problems such as depression	15
Helping with stress in caring for family members, family breakdown and other family related problems.	13
Helping with financial difficulties – making ends meet	12
Providing help with stress management	12
Dealing with members' anger at certain groups or communities	11
Providing counselling services	11
Helping to address members' fear of mixing with people they don't know	10
Dealing with members' anger at past neglect of their needs	10
Finding services for those with addiction to alcohol, medication or other substances	9
Helping with difficulties in school or with educational achievement	9

Generic groups were more focussed on mental health and family breakdown, whereas the specialist groups chose fear of prisoner releases, anger and the sense of injustice as the most frequent issues they dealt with.

Table 30: Most frequently mentioned services by specialist groups	Number of groups selecting
Redressing social isolation –putting people in situations where they can meet together with others in similar situations	14
Dealing with members’ fear as a result of prisoner releases	14
Helping people with emotional difficulties	13
Dealing with members’ anger at past neglect of their needs	13
Dealing with members’ anger at authorities	12
Dealing with members’ feelings of being unjustly treated	12
Helping with members’ fear of being a target of violence in the future	11
Helping with members’ fear of ceasefires not lasting	11
Dealing with members’ anger at certain groups or communities	10
Dealing with members’ anger as a result of prisoner releases	10
Helping people to find the truth about what happened in the past	10

As we pointed out earlier, this raises the question of whether the generic groups are aware of these issues in their service users who are affected by the Troubles, or whether these aspects of their needs are unidentified by generic groups. However, it may be entirely appropriate that two rather different kinds of provision should exist, but it cannot be assumed that one form of provision is informed by the other.

We can see that specialist and generic organisations have made rather different selections in terms of their main activities, in line with their earlier responses to questions about need and their perceptions of need in this field. This would indicate that the specialist and generic organisations offer rather different services in this field, as perhaps a consequence of their separate perceptions of need, or indeed perhaps the services they offer shape those perceptions.

Groups’ Activities

Question 29 asked, “Roughly what % of time does your group spend on the following activities related to the effects of the Troubles?” There was a poor response rate to this question, with 25 out of a possible 39 answered. The way in which they answered was not particularly helpful as an indication of how time is spent. Obviously each

staff member (either employed or voluntary) spends differing amounts of time on particular activities and it can be difficult to make generalisations, even over longer periods of time.

Table 31: Activities of groups	
Activity	Average % of time between 25 groups
Fundraising	25.44
Organising emotional support	23.84
Organising practical help	19.48
Training staff and members	12.72
Organising social activities	8.54
Research into local needs	8.32
Public Relations	7.04
Providing reports	6.88
Dealing with the Press	4.72
Campaigning on certain issues	4.56
Organising local memorials	1.88

Table 31 shows that, according to responses to Question 29, fund-raising is the activity that groups spend most time on, followed by providing emotional support, and providing practical help. Staff training and social activities are next in line, with researching need, public relations, report writing, dealing with the press, campaigning and organising memorials lower down on the list. As we say earlier, this is differentiated between generic and specialist groups with specialist groups exclusively engaging in some of the activities such as the provision of memorials.

Summary of services

Question 30 asked groups to “Please sum up in 1 or 2 sentences the kind of services your group provides to those bereaved and / or injured in the Troubles?” Appendix 6 shows the range of responses to this question, organised by specialist and generic group.

Level of usage of services

In Question 31, we asked groups, “How many people, who have been bereaved / injured in the Troubles, use your services?” There were 18 responses in all, and again we must urge caution in reading these figures, since they are unlikely to be totally accurate or estimated in the same way by every respondent. For example, some

groups will count a user returning three times in one week for advice as three users, whereas other groups will count them only once. Results are shown in Table 32.

	Every Day	Every Week	Every Month	Every Year	TOTAL per month
Total no. from those who responded to question	67	202	423	3370	
Grossed up to monthly	2010	808	423	282	3533

According to our very rough and ready means of calculation, the groups who responded to this question cater for roughly 3,500 people per month.

Plans for service development

Question 32 asked groups, “Do you plan to develop your services to individuals or groups of people bereaved or injured in the Troubles?” Of the 25 groups who responded to this question, several gave more than one plan for the future, therefore, the totals do not add up to 25. Table 33 shows the results for this question.

Plan to...	Number of groups planning to ...
Target those in need further	7
Wider existing aims	6
Start counselling service	4
Open drop-in centre	3
Start encounter/cross-community programme	2
Start support group	2
Employ development officer	1
Start educational service	1
Start befriending service	1
Hold information days/events	1
Alternative methods of dealing with stress	1
Refurbish/find premises	1
Open victims centre	1
Promoting trauma programme	1
Create Memorials	1
No response	13

The most common plan was to further target those in need, and widen existing aims. Service development in general was the general thrust of the response to this question, with one group saying that they planned to refurbish their premises, and one saying that they wanted to create a memorial.

Gaps in service

Question 33 asked, “What gaps can you identify in your services to those affected by the Troubles?” The response to this question was poor, but of those who identified gaps, the most common were as follows:

1. **Geographical gaps:** 7 groups identified geographical gaps, 3 specified rural areas, whilst one group recognised those living in the Republic of Ireland, Great Britain and overseas were not being reached. One group who aims to work on a Northern Ireland wide basis, saw a gap where Derry City was concerned.
2. **Age gaps:** 6 groups identified age gaps, all stating that they had gaps in serving those below the age of 18.
3. **Gender gaps:** 8 groups responded to query about gender gaps, all 8 stating that they have a gap when it comes to serving males. It is worthy of note that only 2 of these groups are listed officially as women’s groups.
4. **Political / religious gaps:** There were only 4 responses to question with regard to religious / political gaps, one of each of the following gaps was identified by four groups: “Protestant”, “Nationalist”, “Prisoners” and “Catholic”.
5. **Gaps in terms of catering for types of need:** *Seven groups responded to this question. Of those, 4 said that there was a gap in catering for those with physical injuries, 2 said that there was a gap in dealing with psychological and emotional trauma, and one said that there was a gap in dealing with youth affected by Troubles.*
6. **Other gaps:** Some additional issues that were highlighted, namely:
 - children with eating and other disorders;

- traumatised young people;
- lack of resources;
- ethnic minorities;
- education.

Question 34 asked, “If you had secure funding for the next three years what difference would it make to your work with those bereaved or injured in the Troubles?” Responses to this question are consistent with responses to Question 32, in that the majority of groups who answered indicate a desire to do more of what they are already doing, should funding become secure.

Difference made	Number of groups
expand existing services	13
spend less time fundraising	7
get paid staff	4
get more staff	3
obtain premises	2
start new service / more into new field of work	1
expand geographical area covered	1
serve more bereaved / injured people	1
no response	6

The breakdown of responses in terms of the desire of groups to expand existing services in terms of the kind of services are as follows:

- counselling (mentioned by 8 groups)
- disability services
- exchange programme
- befriending programme
- complementary therapies
- work with communities

When groups talked of starting a new service or moving into new field of work, they mentioned:

- counselling
- develop and expand visualisation programme
- more research
- create new partnerships with similar groups

The question about expanding the geographical area covered was not answered.

Question 35 asked whether respondents thought that any new resources for work in the field should go to individuals, or to groups or to both. Responses to this question are shown in Table 35.

Table 35: New resources desired for victims			
	Specialist Groups	Generic Groups	All Groups
No response	2	2	4
Going mostly to individuals	1	5	6
Going mostly to groups	2	2	4
Being distributed between groups and individuals	9	15	24
Other	0	1	1
TOTAL	14	25	39

The majority of groups in all categories preferred to see resources divided between individuals and groups.

Question 36 asked, “Were the government to channel money through an intermediary, what would your preferred channel be?” Of the 38 groups who responded to this question, two thought that the funding should come directly from government, 10 thought that it should come through NIVT, one thought it should come through NICVA, 2 thought it should come through a group like The Cost of the Troubles Study who already work in the field, 4 thought it should come through district partnerships, 3 said that it should come through the Community Relations Council, 2 thought that it should come through a new NGO with representatives from various relevant organisations, and one group thought that it should come through the VLU. Other suggestions were that it should come through Survivors of Trauma – a suggestion from Survivors themselves, one group commented that “a current body that would not require a new costly secretariat,” another said that it should come through “a regional partnership of statutory, voluntary and community sectors.” One group said that resources should be channelled “via the assembly”. We believe a special department should be set up to look at this whole area of victim support.” Yet another said that money should come “via ‘healthy living centres’ i.e. a combination of medical and voluntary sector.” One group wrote, “I propose that money be

channelled to schools to provide pastoral care to traumatised children and their parents. School is an existing resource, every child has access to a teacher who could be trained to be comfortable and responsive to distressed and bereaved children.” Finally, one group said that resources should be channelled “through groups with trustees not involved solely with the groups.”

Question 37 asked, “Are there any other issues or views you wish to draw to the attention of the VLU, in relation to their policy on those people affected by the Troubles in the future?” Groups wrote a wide range of comments and these are included in this report in anonymised form as Appendix 7.

CONCLUSIONS AND RECOMMENDATIONS

1. The distinction between specialist and generic groups was made for the purposes of the research, and may have to be considered again in relation to policy development. For example, it may not be desirable to entirely concentrate resources for provision in this field on the “specialist groups” since this may mean that larger voluntary organisations eschew the development of service provision in this field as a result. It is clear that the small number of specialist groups cannot cater for the totality of needs, if only for the reason that they do not have sufficient geographical spread.
2. However, it is also clear that the specialist groups are comparatively very poorly funded and this must be given urgent attention, as it not only starves them of badly needed resources, but compounds their anger and feelings of being neglected, marginalised and not attended to in the current political climate. There were strong feelings amongst groups that the amounts of funding now being offered through VLU in particular were insultingly low and totally inadequate, and that there was no evidence that there was any serious commitment on the part of government to devote any substantial resources to this field of work. (See p30 for financial details).
3. Since BT48 (Derry city) is one of the areas of Northern Ireland with a high Troubles-related death rate, it is important to ensure that steps are taken to ensure that those affected by the Troubles in BT48 are effectively included and involved in any future development in this field. The poor response rate in this survey is a further indicator of the marginalisation felt in that part of the world. (see p11)
4. There is also a great deal of work to be done in order to remedy the view of government in many Nationalist areas, and in the further reaches of Northern Ireland such as the North West. Some respondents were unwilling to co-operate with this research when they learned that it was being conducted on behalf of government.

5. The entire funding situation of groups, particularly the funding of those specialist groups who cater for those affected by the Troubles, requires urgent and co-ordinated review. It is difficult to imagine how groups with only 3 months secure funding could be entirely or appropriately focussed on service provision. This is not a situation that makes for proper services provision, stable staff teams, or that facilitates long term planning and service development.
6. Some co-ordination amongst those providing funding in this field, to ensure that substantial numbers of groups are not all having to construct patchworks of funding, but that a group could be entirely core-funded by one source, is a possibility funders could explore. This would reduce the huge amounts of time and resources on the part of voluntary groups that have to go into such fund-raising. These arrangements already exist for at least one of the large generic organisations. This would involve funders agreeing a co-ordinated funding strategy in the interests of minimising paper work and administration on the part of funders, and reducing the number of funding applications that must be made by groups.
7. Geographical gaps in services occur in West Belfast, gender gaps in terms of services to males, age gaps in terms of services for young people and children.
8. Gaps in service provision are in provision of a professional counselling service with specialist knowledge of the effects of low intensity conflict on the population.
9. There appears to be training needs among the generic voluntary groups about the range of needs and experiences of those affected by the Troubles. Training is also required so that those affected by the Troubles are not pathologised or treated as “mentally ill.”

Appendix I

Cost of the Troubles Study Publications and other Related Reports

Living with the Trauma of the ‘Troubles’

Social Services Inspectorate, March 1998

We Will Remember Them *Report of the Northern Ireland Victims Commissioner, Sir Kenneth Bloomfield KCB April 1998*

Half the Battle: *Understanding the Effects of the Troubles on Children and Young People in Northern Ireland* by Marie Smyth (1998) Derry Londonderry, INCORE

Do You See What I See? *Young people’s experience of the Troubles in their own words and photographs by the children and young people of: Sunningdale Youth Group; Survivors of Trauma, North Belfast; Woodvale Youth Group; Young people from The Alexander Park project in Belfast; Peace and Reconciliation Group, Derry Londonderry; with assistance from Joy Dyer (1998) Derry Londonderry: INCORE*

Mapping Troubles-Related Deaths in Northern Ireland 1969-1998

Marie Therese Fay, Mike Morrissey and Marie Smyth (1998) Derry Londonderry: INCORE

Irretrievable Losses: Personal Accounts of the Troubles in Northern Ireland
(forthcoming)

Marie Therese Fay and Marie Smyth (1999) Pluto Press, London

The Cost of the Troubles Study: A Survey of Northern Ireland

(forthcoming)

Marie Therese Fay, Mike Morrissey and Marie Smyth (1999) Derry Londonderry: INCORE

Appendix 2 - List of Groups issued with Questionnaires

Names of Groups Surveyed	Responded to questionnaire
Aisling Centre	✓
An Crann/The Tree	✓
Ballybeen Women's Centre	✓
Bannside Development Centre	
Bloody Sunday Families	
Bloody Sunday Justice Group	
Bloody Sunday Trust	
Bryson House	
CALMS	
Churches in Co-operation	
Citizens Advice Bureaux (NICAB)	
Claudy Rural Development Association	✓
Columba Community	✓
Columbanus Community of Reconciliation	✓
Combat Stress	
Confederation of Community Groups	✓
Contact Youth	✓
Cornerstone Community	
Corrymeela Community	✓
Counteract	
CRUSE	
Cunamh	
Currach Community	✓
Derry Peace and Reconciliation Group	
Derry Well Woman	✓
Disabled Police Officers' Association	✓
East Belfast Community Development Agency	
ECONI	✓
Enniskillen Together	✓
Everton Complex	
FAIR	✓
FAIT	✓
Families in Crisis	
Families of the Disappeared	
FEAR	
Greencastle Women's Group	✓
HURT	✓
Institute for Counselling & Personal Development	✓
Intercomm	
Interlink/Childline	

John Friel	
KAIROS	✓
Lifeline	
Loughgall Truth and Justice Campaign	✓
Maranatha Community	
NI Association for Mental Health	
NI Council for Voluntary Action	✓
NI Widows Association	
NI Women's Aid Federation	
Northern Ireland Voluntary Trust	✓
North West Community Network	
Northern Ireland Music Therapy Trust	✓
NOVA	✓
Omagh Independent Advice Service	✓
Omagh Womens Area Network	✓
Outcry	
PANDA	
Parents' Advice Centre	✓
Passionist Youth & Parent Resource Centre	✓
Pat Finucane Centre	
Peace and Reconciliation Group	
Pheonix Youth & Community Projects	
Quaker House	✓
Regimental HQ, The Royal Irish Regiment	
Relate	
Relatives for Justice	
Restoration Ministries	
ROSA	
RUC Welfare Services	✓
RUC Widows' Association	
Samaritans	
Save the Children Fund	✓
Shankill Stress and Trauma Centre	✓
Share Centre	✓
Simon Community NI	✓
Society of St Vincent de Paul	
SSAFA / Forces Help	✓
St Columb's Park House	
St Peter's Bereavement Group	
Starting Point, West Belfast Homeless Project	
Survivors of Trauma	✓
Tar Abhaile	
Tar Anall	✓
Tara Counselling and Personal Development Centre	✓
The Cost of the Troubles Study	✓
The Counselling Network (NI)	✓

The Cross Group	✓
The Peace People	
The Rape Crisis & Sexual Abuse Centre	
The Royal British Legion Association	
The Services Club	
The Victims & Survivors Trust	✓
Townsend St Social Outreach Centre	
Treetops	✓
Twin Spires Counselling	✓
Ulster Quaker Service Committee	✓
United Campaign against Plastic Bullets	
Victim Support Northern Ireland	✓
Vine Community and Advice Centre	✓
WAVE - Belfast	✓
WAVE - Armagh	
West Belfast Parent Youth Support Group	
Windsor Women's Centre	
Woman's Information Group	
Women Together for Peace	
Women's Support Network	
Youthlink NI	✓

Appendix 3 – Press Release

A Survey of Voluntary Groups serving the needs of those affected by the Troubles

The Cost of the Troubles Study announced today that they are conducting a survey on behalf of the newly established government Victims Liaison Unit. The government wishes to establish a good base of information about current organisations serving those bereaved and injured in the Troubles. This survey is being undertaken to fulfil a number of key objectives.

To compile a comprehensive list of all community-based organisations whose aim is primarily to serve the needs of those bereaved or injured in the Troubles.

To compile a list of organisations in the voluntary sector who offer services to this group as part of a broader range of services to the community.

To ascertain how each of these two categories of organisation fund their current provision of services to this group.

To establish the long term funding strategies of these two categories of organisation for funding services to those bereaved and injured.

To explore possible or actual gaps in services provided by these two types of organisation.

“In order to make this survey as comprehensive as possible, The Cost of the Troubles Study wishes to contact all groups, however small, who work with or for those bereaved or injured as a result of the Troubles” said Gráinne Kelly of The Cost of the Troubles Study. She went on ***“If there are any groups which have not yet been requested to fill in a confidential questionnaire on their groups activities, please contact me at the Cost of the Troubles on (01232) 742682.”***

Appendix 4

*A Questionnaire Survey
of
groups serving those bereaved and injured in the Troubles
conducted by*

The Cost of the Troubles Study

on behalf of

The Victims Liaison Unit

The Cost of the Troubles Study¹ is conducting this survey for the Victims Liaison Unit², who wish to establish a good base of information about current organisations serving those bereaved and injured in the Troubles, in order to make recommendations about further government policy in this area. It is therefore very important that those organisations operating in this area give as much accurate and up-to-date information as possible so that the best information is available for those who will make decisions about future provision.

The audit has the following aims:

- 1 To compile a comprehensive list of all community-based organisations whose aim is primarily to serve the needs of those bereaved or injured in the Troubles.
- 2 To compile a list of organisations in the voluntary sector who offer services to this group as part of a broader range of services to the community.
- 3 To ascertain how each of these two categories of organisation fund their current provision of services to this group.
- 4 To establish the long term funding strategies of these two categories of organisation for funding services to those bereaved and injured.
- 5 To explore possible or actual gaps in services provided by these two types of organisation.

If you have any questions about the exercise, you can contact either

*** The Cost of the Troubles Study - Gráinne Kelly on 01232 742682 or**

*** The Victims Liaison Unit - Billy Stevenson on 01232 527900.**

We would be grateful for your co-operation in completing the questionnaire. Gráinne Kelly, the researcher on this project will be contacting you in the near future to arrange a visit to discuss the survey and to complete the questionnaire, or collect the questionnaire if you have already completed it.

***Many thanks,
Marie Smyth
Project Director***

¹ See page 13 for further information on *The Cost of the Troubles Study*

² See page 13 for further information on the *Victims Liaison Unit*

Questionnaire

1 Name of organisation

2 Address of organisation

3 Telephone number
Fax number:

4 Contact person (day)

5 Contact person (evening) Phone

6 What are the aims of your organisation?

7 Is your organisation (please tick appropriate box)

- Exclusively / mainly working with those affected of the Troubles
- Working with those affected by the Troubles as part of your other work
- Do not work with those affected by the Troubles *

*(if you ticked the final box * you need not fill in the remainder of the questionnaire, but **PLEASE** mail it to us)*

1 Roughly, how much time (as %) is spent working directly with or for those bereaved/injured in the Troubles, as opposed to other service users? (Please put an X at the appropriate place on the scale.)

0% _____ 25% _____ 50% _____ 75% _____ 100%

9. When was your organisation formed?

10. Are your aims set out in any formal document such as a constitution? Yes No please ✓)
If yes, what kind of document? (delete those that do not apply)

- Constitution
- Articles of Association
- Other non-legal document

11. What kind of population do you set out to serve? (Please ✓ appropriate boxes)

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>		
AGE	0-11	<input type="checkbox"/>	19-29	<input type="checkbox"/>	65+
	12-18	<input type="checkbox"/>	30-65	<input type="checkbox"/>	all ages
	Young people only	<input type="checkbox"/>	Adults only	<input type="checkbox"/>	

12. What percentage of your members or users affected by the Troubles are:

Former members of a particular group or category %
 e.g. former prison officers (if so state which group or category)

Members of a particular geographical area %
 (if so state which area or community)

People with particular needs as a result of the Troubles %
 e.g. physical disablement (if so, state which particular needs you cater for)

13. What geographical areas do the people affected by the Troubles you provide services for come from?

• What are the postal codes for these areas? BT

• In what electoral wards do these areas fall? (ward names)

14. What is the official geographical catchment area of your organisation according to your constitution if you have one? If you don't have a constitution, go to Q15.

15. Is your catchment area largely

- Rural
- Urban (large towns and cities)
- Mixed rural / urban and small town/village
- Community of interest (people from one particular group e.g. former prison officers, disabled people, former prisoners etc.)

16. In your experience what kinds of problems related to the Troubles do the people you serve/your members currently have? (Please number those which affect your members in order, 1 being the most common problem, 2 being next most common or important and so on)

- social isolation – not knowing others in similar situations
- emotional difficulties
- mental health problems such as depression
- family problems such as stress in caring for family members
- family problems such as family breakdown
- domestic violence
- problems with addiction to alcohol, medication or other substances
- financial difficulties – making ends meet
- difficulties in school or with educational achievement
- fear of mixing with people they don't know
- fear of being a target of violence in the future
- fear of ceasefires not lasting
- anger at certain groups or communities
- anger at past neglect of their needs
- fear as a result of prisoner releases
- anger as a result of prisoner releases
- stress management
- managing chronic pain
- anger at authorities
- feelings of being unjustly treated
- anger at non-recognition
- forced to leave their community and not able to return to family
- multiple bereavement
- punishment / mutilation beatings
- grief-stricken as a result of bereavement
- emotional difficulties as a result of inquests / compensation hearings/ media coverage
- Other (please specify)

17. Which of the following difficulties related to the Troubles do your members, or those you serve, currently have with service provision? (Please number these in order of importance, 1 being the most common problem, 2 being next most common and so on)

- difficulty accessing welfare rights advice
- lack of educational provision
- lack of respite for carers
- lack of social and recreational provision
- lack of transport
- difficulty accessing medical services because of waiting lists
- difficulty accessing medical services because of isolation
- lack of good counselling services
- lack of good complementary therapy services such as massage
- lack of physiotherapy services
- lack of research into improved techniques of medical care, aids etc.
- reluctance to use statutory services
- fear of seeking help in case personal security is compromised
- reluctance to take charity
- attitude of service provider
- lack of knowledge of available services
- inability to seek help
- difficulties with procedures needed to access services
- literacy difficulties
- reluctance to be associated with groupings offering help
- unwillingness of part of funders to fund memorials
- Other (please specify)

18. What was your groups **actual total annual expenditure** for the last financial year?

£ _____ *If you do not have funding or expenditure please go to Q 24.*

19 When does your financial year end - in what month each year? (state month)

20. How much of this expenditure was:

	Amount £	% of total expenditure
Staff costs		
Telephone/fax		
Travel		
Postage		
Office Supplies		
Photocopying		
Secretarial Services		
Capital costs <i>e.g. building repairs, buying large equipment</i>		
Project or Programme costs <i>e.g. hire of hall or conference facilities, payment to speakers, tutors etc.</i>		
Cost of Premises		
Equipment		
TOTAL (this should correspond with the answer to 18. Above)		

21 How much of this was devoted to services to those affected by the Troubles?

£ _____ (approximate figures) OR _____ % of Total

22. What are your main sources of funding?

(state amount derived from that source: if you receive no money from a source write NONE)

	AMOUNT in £stg
Department of Health and Social Services	
Local Social Services Trust (state which)	
Department of Education for NI	
Police Authority or other police source	
local council (state which)	
local Partnership Board (state which)	
Making Belfast Work (state which team)	
Other government department (state which)	
Lottery	
NIVT Peace and Reconciliation	
Community Relations Council	
other charitable sources (please specify)	
private donation (state whether source is local, Northern Ireland International)	
Londonderry Initiative	

Ireland Fund	
Children in Need	
Comic Relief	
Local Church	
RUC Benevolent Fund	
Prison Officers Association	
UDR Benevolent Fund	
local fundraising/ members subscriptions	
other <i>(please specify)</i>	

23. Which of these amounts were granted specifically for work with those affected by the Troubles?
(If all, state all in first box)

GRANT SOURCE	AMOUNT in £stg

24. For how long is your funding secure? *State month and year when funding expires*

	MONTH	YEAR
Staff		
Office running costs		
Premises / Equipment		
Project / Programme costs		

25. Where do you intend seeking funding in the future?
Please tick all possible sources you plan to approach

Department of Health and Social Services	
Local Social Services Trust <i>(state which)</i>	
Department of Education for NI	
Police Authority or other police source	
local council <i>(state which)</i>	
local Partnership Board <i>(state which)</i>	
Making Belfast Work <i>(state which team)</i>	
Other government department <i>(state which)</i>	
Lottery	
NIVT Peace and Reconciliation	
Community Relations Council	
other charitable sources <i>(please specify)</i>	
Londonderry Initiative	
Ireland Fund	
Children in Need	

Comic Relief	
Local Church	
RUC Benevolent Fund	
Prison Officers Association	
UDR Benevolent Fund	
local fundraising/ members subscriptions	
other (please specify)	

26. Does your group rely on the services of: (please state how many)

	Full-Time	Part-Time
Your own paid staff		
Volunteers whose expenses are paid		
Volunteers who do not receive any payment		

27. How much of your group's / staff's time is spent on fundraising for work related to the effects of the Troubles? (Please put an X at the appropriate place on the scale)

0% _____ 25% _____ 50% _____ 75% _____ 100%

28. What are your main activities related to addressing the effects of the Troubles as a group? Please number them in order of importance 1 being the most important, 2 being the second most important and so on. Do not rank things that do not apply to your group.

- Redressing social isolation –putting people in situations where they can meet together with others in similar situations
- Helping people with emotional difficulties
- Helping with stress in caring for family members, family breakdown and other family related problems.
- Helping with mental health problems such as depression
- Dealing with those affected by domestic violence
- Finding services for those with addiction to alcohol, medication or other substances
- Helping with financial difficulties – making ends meet
- Helping with difficulties in school or with educational achievement
- Helping to address members' fear of mixing with people they don't know
- Helping with members' fear of being a target of violence in the future
- Helping with members' fear of ceasefires not lasting
- Dealing with members' anger at certain groups or communities
- Dealing with members' anger at past neglect of their needs
- Dealing with members' fear as a result of prisoner releases
- Dealing with members' anger as a result of prisoner releases

- Providing help with stress management
- Providing help with managing chronic pain
- Dealing with members' anger at authorities
- Dealing with members' feelings of being unjustly treated
- Dealing with members' feelings as a result of non-prosecution / non-conviction
- Helping people to find the truth about what happened in the past
- Providing welfare rights advice
- Providing supplementary educational provision
- Providing respite for carers
- Providing social and recreational opportunities
- Providing transport
- Providing private access to medical services
- Providing counselling services
- Providing complementary therapy services such as massage
- Physiotherapy services
- Providing holidays and day-trips
- Providing crèche and childcare facilities
- Providing help with adaptations to homes
- Providing aids for disabled members
- Providing legal advice for members
- Providing a telephone helpline
- Providing a telephone counselling service
- Providing a befriending service / home visits
- Helping people find accommodation
- Helping people find the truth about what happened in the past
- Organising local memorials for people affected by the Troubles
- Providing self-help groups (if so, how many groups and how many members in each?)

29. Roughly what % of time does your group spend on the following activities related to the effects of the Troubles?

- | | % |
|--|----------------------|
| • Fundraising (including finding sources of funding, filling in forms, meeting funders, organising fundraising activities) | <input type="text"/> |
| • Dealing with the press | <input type="text"/> |
| • Public relations / presenting work to wider audience / answering questions about group | <input type="text"/> |
| • Campaigning on certain issues | <input type="text"/> |
| • Providing reports for existing funders / evaluations | <input type="text"/> |
| • Research into local need and services | <input type="text"/> |
| • Organising and providing social and recreational activities for members | <input type="text"/> |
| • Organising and providing emotional support and help for members | <input type="text"/> |
| • Organising local memorials for those affected by the Troubles | <input type="text"/> |
| • Organising and providing practical help for members | <input type="text"/> |
| • Training staff and members | <input type="text"/> |
| • Other (please specify) | <input type="text"/> |

30. Please sum up in 1 or 2 sentences the kind of services your group provides to those bereaved and/or injured in the Troubles?

31. How many people, who have been bereaved/injured in the Troubles, use your services? (delete whatever is inappropriate)

- every day
- week
- month
- year

32. Do you plan to develop your services to individuals or groups of people bereaved or injured in the Troubles? If so, please state how.

33. What gaps can you identify in your services to those affected by the Troubles? (For example, you may work with an all female population, or a population of one religion. You may not wish, or be able, to change this. In this case you will not consider your service to have gaps. However, if you work only with one group because of a lack of resources and wish to expand, then you will identify a gap in your service.)

- geographical areas not covered (please specify)
- age gaps (state which)
- gender gaps (state which)
- religious/political gaps (please explain)
- type of need
(e.g. those physically injured,
those bereaved, carers etc)?
- other gaps (please specify)

34. If you had secure core funding for the next three years what difference would it make to your work with those bereaved or injured in the Troubles? What would change? (Please indicate the first thing that you would change as 1, the second as 2 and so on)

- Get paid staff
- Get more staff
- Obtain premises
- Spend less time fundraising
- Expand existing services (state which)
- Start a new service / Move into a new field of work
- Expand geographical area covered (state where)
- Serve more bereaved/injured people (state your target number)
- Other (please specify)

35. Would you prefer to see any new resources for victims:

- Going mostly to individuals affected by the Troubles
- Going mostly to groups of people affected by the Troubles
- Being distributed between groups and individuals
- Other (please explain)

36. Were the government to channel money through an intermediary, what would your preferred channel be? (please explain)

**37. Are there any other views or issues you wish to draw to the attention of the Victims Liaison Unit, in relation to their policy on those people affected by the Troubles in the future? Yes
No**

Thank you for your time and co-operation in completing this questionnaire. The information you have given will contribute to the development of policy in this area.

**Marie Smyth
Project Director
The Cost of the Troubles Study**

**Gráinne Kelly
Researcher
The Cost of the Troubles Study**

NOTES AND FURTHER INFORMATION

What is the Cost of the Troubles Study?

The Cost of the Troubles Study is a company limited by guarantee and not having share capital, and a recognised charity. Its Board of Directors is composed of people bereaved or injured in the troubles and two researchers. The company's approach to the effects of the troubles is inclusive, in that it includes all sections of the community, including injured and bereaved members of nationalist, unionist communities and the security forces. COTTS policy is to democratise the research process, by involving members of the researched population in managing and directing the research, without compromising research standards. Currently, The Cost of the Troubles Study has embarked on a two-year study on the effects of the troubles on people in Northern Ireland. As part of its work, this wide-ranging study has, through both a survey of the population, in-depth interviews and other means, documented the social, economic and emotional effects of the troubles on those most affected by the violence of the last twenty-five years. For further information and a list of publications please phone 01232 742682.

What is the Victims Liaison Unit?

The Victims Liaison Unit (VLU) was established in June 1998 to support the implementation of Sir Kenneth Bloomfield's report "We Will Remember Them". The report looked at ways of acknowledging and recognising the needs of those who have been affected by events in Northern Ireland in the last thirty years. The VLU is currently engaged in a major consultation exercise which will inform future Government policy in this area.

For further information and/or a copy of the Bloomfield report please phone 01232 527900.

Appendix 5 – Covering letter issued with Questionnaire

24 November 1998

Dear «TITLE» «SURNAME»

As you should already be aware, The Cost of the Troubles Study is conducting a survey for the Victims Liaison Unit (VLU), who wish to establish a good base of information about current organisations serving those bereaved and injured in the Troubles, in order to make recommendations about further government policy in this area.

The audit has the following aims:

- 1 To compile a comprehensive list of all community-based organisations whose aim is primarily to serve the needs of those bereaved or injured in the Troubles.
- 2 To compile a list of organisations in the voluntary sector who offer services to this group as part of a broader range of services to the community.
- 3 To ascertain how each of these two categories of organisation fund their current provision of services to this group.
- 4 To establish the long term funding strategies of these two categories of organisation for funding services to those bereaved and injured.
- 5 To explore possible or actual gaps in services provided by these two types of organisation.

At the beginning of November your organisation received a draft questionnaire and invitation to attend one of four consultative meetings on the survey, held over the last two weeks. As a result of the input of groups working with the bereaved and injured of the Troubles, the questionnaire has now been finalised.

The results of this survey will be used to formulate grant aid priorities for groups serving the needs of those affected by the Troubles. It is very important that we know of the services provided by your group and any gaps in service or difficulties in resourcing your work that you experience. We enclose a questionnaire, which we would ask you to fill in and return to us by the 10th of December. Please complete it as fully and accurately as possible.

We will be compiling the information from over 100 questionnaires so as to establish an overall picture of the pattern of service throughout Northern Ireland. The other information you provide on your financial position will also be used to establish the amount of resources going into this work currently. A list of the organisations to whom we have issued the questionnaire is attached. If you think the survey should include any other group, please contact us, or the VLU, who compiled this list initially.

We wish to assure you that the information we gather will be handled responsibly. The information on your groups' activities and financial state will be used for the purposes set out above and will not be disclosed to anyone outside of the Victims Liaison Unit or the Cost of the Troubles Study. When the information is extracted from the questionnaire, it will be shredded.

If you have any anxieties about this or any other aspect of the survey, please contact either myself, Gráinne Kelly on 01232 742682 or the Victims Liaison Unit on 01232 527900. I will be available to visit your organisation, should you require any help in completing the questionnaire. Please contact me as soon as possible and this can be arranged.

Gráinne Kelly
Researcher

Appendix 6

In general, how would you describe the way you serve the needs of those bereaved and/or injured in the Troubles?

Group campaigning on particular incident in the Troubles

We provide an opportunity for the relatives of those deceased to come together and discuss their worries and anxieties. We also hold regular meetings to discuss and highlight current issues which affect our members.

Loosely based support group for those bereaved in Troubles

To offer social support - a shoulder to lean on and cry on, if necessary

Support Organisation for those bereaved or injured in Troubles

Support and services (befriending group support, individual counselling), information advice, welfare, training, social activities

Northern Ireland wide group working with victims of violence

Short term protection - long-term support services.

Pilot project on young people bereaved or injured in Troubles

Individual work - counselling and trauma work. Family work - a systemic approach. Groupwork - educative e.g. training volunteers, facilitating self-help/peer support

Group in Armagh/ border region

Again we can not provide what we would like to until we get set up. Our first aim is to do a needs survey

Research Organisation looking at effects of the Troubles

Documenting their experiences, raising public awareness, developing policy on services to those affected by the Troubles

Upper Bann Victims Group

So far the group has managed to bring together a wide range of people directly affected by terrorist violence who are now starting to find their voice and want, through funding, to provide a comprehensive service of help to other victims families

West Belfast Victims Group

Overcoming social isolation is the main service provided

Organisation documenting peoples stories of the Troubles

Helping individuals and groups to work through the legacies of violence through inviting them to tell and hear the stories of the troubles

Community Group in North Belfast

We offer one to one counselling, child therapy and youth empowerment work where, in a confidential caring environment, people of all ages are given the time and space needed to work through hurt, anger, bereavement, loss, violence, abuse and other issues.

Belfast project working with ex-prisoners

provide an excellent counselling, outreach / befriending service to those who have been directly affected, prisoners, families

Private Counselling Group

We have developed a trauma programme for use by voluntary groups. I supply private therapy.

Group working with children who have lost their parents

A chance to meet others bereaved in more 'natural' way and to know that grief is grief whatever the circumstance

Cross-community peace group in provincial town

Basically counselling - group and individual

Women's Group

Advice on welfare issues, counselling service, friendly chat

Belfast based ecumenical group

Parish work - single identity groups in Catholic parishes who work through issues around sectarianism, anger management and Protestant identity. Ongoing counselling is provided at Columba House on an individual basis.

Women's Organisation Network

A listening ear and advice on services available

Women's Group in North West

Support groups and generic counselling. Generally women do not present to DWW naming the trauma of the troubles as their issue". Most commonly they describe their trauma in the context of other life events eg menopause, having cancer in a support group etc.

Counselling Organisation

Individual counselling, to rigorous professional standards. Self help / befriending AFTER they have come through their own trauma. Group work - expressing the pain / understanding and dealing with the symptoms.

Organisation supporting ex-servicemen and women

Injured ex-servicemen with housing and transport problems (wheelchairs) re-training and respite care.

Group in Protestant West Belfast

Counselling, self help, befriending, home visitations, each case is unique and is treated mostly by cognitive therapy, but we address all issues raised by users and attempt to bring in services, rather than forcing them to run around.

Northern Ireland wide cross-community organisation

A safe space and resources to accept people wherever they are from and support them in their journey forward. Specific programmes for those bereaved, victims. Working strategically at all levels - politically, socially and personally.

Rural Development Association in North West

We are working with a group who wish to erect a memorial to those who died in the Claudy bombings of 1972

Residential Activity Centre

Wide range of respite social and recreational facilities to people injured in Troubles - and residential base for groups working with special interest groups

Advice Centre

support, guidance and counselling

North Belfast Community Group

We meet the needs of a community, which has been affected by the Troubles. We do not highlight or isolate those with specific needs, but deal with them in a context of our work

Advice Centre in Provincial town

Advice and Representation regarding welfare and disability benefits. We can also provide a sign-posting service to other specialist counselling services

Generic Victim Group

Emotional support, practical help and information referral on to other sources of support. Support attending court

Youth Group

Therapeutic counselling for young people under the age of 26 years. Support and sign-posting to other helping agencies

Alternative Therapy Provider

Supportive music therapy and creative music making with children in groups or individually

Personal Counselling Provider

Counselling / Psychotherapy, massage etc. Holistic health programmes. Couples and family support

Cross-Community group in provincial town

We provide a holistic view to healing and growth. This offers individuals a non-stigmatising way of meeting their needs: counselling, supportive environment, access to other services

North Belfast Women's Group

Through An Crann / COTT members were given the opportunity to speak about what has happened to them. With the support of the CR worker a new group is being formed to identity ways of healing / moving forward and how to best remember those hurt or killed

Personal Counselling Provider

Counselling service and 'Competent Helper' community training course

Organisation serving needs of a particular community of interest

Meeting socially to relieve boredom and rekindle kindred spirits. To encourage those injured or caring with similar needs. To inform on issues of pain management, other educational needs, timeout project for carers and work with young people. We also assist widows of injured members.

Appendix 7

Group in Protestant West Belfast

"The entire issue of hopes raised by ""The Bloomfield Report"". Our group is a cynical lot. They feel it was written at a strange time. They feel politicians and press feel prisoners equal victims, we do not intend to let anyone use victims or patronise victims, we as a group will hold the unit responsible for justice to all victims, and will not be fobbed off. There must be complete accountability to our satisfaction."

Group in Armagh/ border region

"We would like funding for education and training courses, meetings, surveys, conferences, tours and research papers. We, I, would like to exchange the pain, anger and despair for positive self help and the confidence to love our neighbours - not to fear them. Help and funds to carry out my aims."

Community & Advice Centre in North Belfast

"A definition of those affected by the Troubles. 99% of the community we serve have been affected, however, I suspect you mean directly affected - does that include stress or even unemployment. Local community groups are ideal for directing assistance in rebuilding whole communities who have been victims. I believe specialised assistance could be channelled through them, as I suspect 'victims', if continually dealt with in isolation would not integrate back into the communities where they live easily. Specialist help is needed but it should not contribute to further isolating those it seeks to help, by creating another interest group."

Pilot project on young people bereaved or injured in Troubles

"Despite the relative newness of [our organisation], our work directly with those affected by the Troubles, to date, has highlighted a number of issues: - Accessibility of services significantly determines level of uptake. (Accessibility consisting of several aspects). - People's needs differ: Services must be flexible and sensitive, and must be planned to take account of the potential for both longer and shorter term need. Reluctance and suspicion often stifle an individuals needs in this area."

Rural Development Association in North West

"It is time that substantial funding was provided for the families of those bereaved and those injured to provide an amount requiring matching funding as was announced some time ago was disgraceful."

Large Northern Ireland wide cross community organisation

"Strategic work throughout Northern Ireland to raise the hard concept of victims and our collective responsibility."

Northern Ireland wide campaigning group

"It is important that the VLU is seen to be effective; criteria and evaluation; a new board of individuals to set the criteria for funding and an effective evaluation package; NIVT and CRC have certain criteria, this is no good for our type of work (victims). Lets do it right."

Northern Ireland wide generic organisation

"There is a need to ensure better co-operation / collaboration between existing services. 'Accreditation' of service providers is urgently required. Existing services need to be evaluated to check they are meeting real need. New service provision needs to be carefully researched from the outset or based on existing research in order to guard against damaging interventions being made"

Belfast project working with ex-prisoners

"Need wider definition of victim - need to be more inclusive in approach - an integrated approach - rather than adding to existing divisions and polarisation e.g. victim/perpetrator."

Residential Activity Centre

"Work with victims of the Troubles is not a primary aim of our organisation but as a voluntary organisation providing support and development opportunities to physically and mentally challenged people of all ages - this means our services are used by your subject group - we do not store information on this group separately - hence our difficulty in completing some aspects of the information requested."

Belfast based counselling and training organisation

"Both recent major government reports expressed ""widespread concerns"" re standards of counselling / current waiting lists for victims. Since many victims are psychologically vulnerable, they can actually be harmed by untrained counsellors. They deserve better. Small, dedicated charities, such as [ourselves] need much more funding / help, if we are to be able to continue our work and to stimulate best practice in counselling victims."

Network of Women's Groups

"The number of people in the past who received no counselling or financial assistance are still suffering"

Loosely based support group for those bereaved in Troubles

"I hope there will never again be victims at a result of Trouble in Northern Ireland"

Cross community peace group in provincial town

"You don't seem to have let me tell you that we co-operate and rely upon WAVE - directing people to them when we see fit and trying to help start a WAVE group here."

Group working with children who have lost their parents

"Small voluntary groups like ours operate on a shoestring. We want to remain small. One way we might be of assistance to initiatives addressing trauma is to provide workshops and training on creative, imaginative ways of responding to the bereaved e.g. drama, music, art, stories, puppets etc. In this way we share what we have already learned through the children and adults we have met through the Treetops programme. Therefore, instead of setting up new initiatives in inaccessible places, promote schools as a safe haven for healing the teachers have access to children and also have communication skills which could be enhanced with a little training. This, I believe, would cost much less than funding separate new agencies. Lets utilise the excellent resources we already have and equip them to deal with pain and trauma."

Belfast based private counselling service

"I suspect that too many voluntary groups are employing ""counsellors"" with little training in trauma work with victims of violence."

Group campaigning on particular incident in the Troubles

"We believe that there should be units set up to deal specifically with those ""victims"" and relatives who have been affected directly by ""state violence"". There are no such units to our knowledge in operation at present and we feel that a unit where we could go to seek advice, finance and assistance is vital to the victims we represent."

Support Organisation for those bereaved or injured in Troubles

"There is a clear need for provision to be made on a long term basis. For 20+ years there has been a dearth of support services for those affected by the Troubles - the numbers of people coming forward many years after their loss / trauma indicates the need for services. It is vital that the VLU and other policy makers recognise the ongoing and devastating effects of the Troubles, in particular on individuals lives, their families lives and on the community as a whole. For many years' groups have struggled for funding - the history of [our organisation] illustrates this - annual income of £8,000 from 1991-95 raised by members. This should not be the case for the future. There are many examples of good practice which should be endorsed and projects which are in the beginning stages of forming - which need to be assisted and for which financial provision needs to be made. The future funding sources need to be considered - and further work undertaken at a policy level to highlight this area and explore available options."

Counselling Group in North Belfast

"I think it is criminal to suggest building another big trauma centre in town. A total insult to communities who have been excluded for so long already and a slight on the work of so many groups like ourselves doing this work for years and getting NO FUNDING to recognise this. Tell them to wise up!!!"

Research organisation dealing with the effects of the Troubles

"There is a common feeling of gross injustice about the paltry sum of money allocated to victims so far."

Youth Counselling Service with Northern Ireland wide remit

"We would draw your attention to the growing need for young people who have lived through the trauma of the troubles to have access to therapeutic counselling. This will become more apparent in the climate of a prolonged ceasefire situation."

Organisation documenting peoples stories of the Troubles

"Organisations like ourselves who are primarily addressing the emotional and psychological needs of victims engaged in a process which takes many years but as yet the funding for this kind of work is sporadic and uncertain. Consequently a lot of staff time is taken up in constant fundraising. Some on-going commitment to organisations like ourselves would re-direct some of the time and energy that currently has to be devoted to keeping the organisation running."

Alternative Therapy Group

"[Our organisation] has an important service to contribute to suffering victims and relatives, particularly children, and would wish to be involved in future developments. Financial support to continue this work is essential."

Personal Counselling Provider

"Core funding is necessary to provide opportunities for healing of trauma etc. Funding on a yearly basis does not give stability to a people in pain"

West Belfast Victims Group

Allocation of funds must be taken out of hands of politicians

Organisation serving needs of a particular community of interest

Since the ceasefires, donations have been falling on an annual basis. We desperately need guaranteed income as membership is ageing and needs increasing. Due to Government policy on reducing Social Security and Health Care our members are suffering financially, physically and emotionally.