

v i s i o n

A society where the suffering of all victims is recognised; a community that acknowledges the pain of the past and learns lessons for the future; and an administration that provides, in conjunction with others, support and services in a proactive and sensitive manner to meet the needs of victims.

h o w t o c o n t a c t u s

If you would like more information about the strategy or a copy of it, or more details about the work of the Victims Unit, please contact us by one of the following methods:-

- Telephone us:
either on our free phone number 080 8127 3333 or on our text phone 028 9052 2343 for those with hearing difficulties;
- E-mail us at:
info@victimsni.gov.uk
- Send us a letter to:
The Victims Unit
OFMDFM
Block A5
Castle Buildings
BELFAST
BT4 3SR
- Return our detachable form:
Complete your details on the inside front cover of this leaflet and return the form to the address given above.
- Visit our website at:
www.victimsni.gov.uk

April 2002

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a c h i e v e

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

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

If you would like to receive a copy of the victims' strategy please complete this page with your details and send it to the Victims Unit, OFMDFM, Block A.5, Castle Buildings, Belfast, BT4 3SR.

Name:

Address:

Tel:

E-Mail:

Fax:

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The Victims Unit in the Office of the First Minister and Deputy First Minister has published a victims' strategy to deliver practical help and services to victims of the conflict in Northern Ireland. Underpinning the victims' strategy will be a series of values which will influence all steps taken to deliver the strategy. All actions will be:

Victim centred:

victims should be the prime consideration in the delivery of the strategy. They should be afforded dignity and respect, and treated sensitively and confidentially, with recognition given to their individual circumstances;

Equitable:

all victims, their close relatives, partners and carers should have equality of opportunity in relation to access to, participation in and benefit from, the services delivered;

Inclusive:

the diversity of victims' experience, culture and lifestyles must be recognised and respected;

Focused:

service delivery needs to be clearly focused on achieving specific results in a targeted manner with available resources; and

Integrated:

services for victims should be delivered in a co-ordinated, consistent and effective manner, through partnerships between the relevant statutory, community and voluntary frameworks.

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The aims of the victims' strategy are to:

1. promote and facilitate an improvement in the standard of services being provided to victims and to seek to address any identified gaps in service provision;
2. increase awareness in Government and the wider public sector regarding the needs of victims and to encourage a sympathetic and understanding approach to meeting those needs;
3. secure the implementation of policies and practices designed to meet the identified needs of victims in a strategic manner across the devolved administration and ensure that barriers to access are overcome;
4. ensure that all Government Departments and Public Authorities recognise the particular circumstances of victims and play their part in ensuring that barriers to social inclusion are overcome;
5. ensure that Government Departments and statutory agencies adopt a committed and co-ordinated approach to victims' needs, working, where appropriate, in partnership with voluntary and community organisations;
6. increase awareness among the public (especially victims and their representatives) to the approach of the devolved administration in meeting the needs of victims; and
7. meet the commitments on victims' issues contained in the Programme for Government.