

# Directory of Victim Support Northern Ireland services



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**Directory of Victim Support services in Northern Ireland**

**Victim Support Northern Ireland  
2006**

## ***Introduction***

Crime can have serious consequences for its victims who can find it difficult to recover and move on. Victim Support Northern Ireland helps victims come to terms with the impact of crime, to deal with practicalities – like applying for compensation – and to cope with the longer term implications of crime by supporting witnesses at Court.

Our services are free and available to everyone, whether or not the crime has been reported and regardless of when it happened. We are an independent organisation - not part of the police, courts or any criminal justice agency.

All our services are provided by specially trained volunteers, supported by dedicated teams of staff, across a network of eight branches, at five Court Witness Service locations, in hospital A&E departments and outreach centres.

As Victim Support has grown, we have been pioneers in setting standards for the treatment of victims and witnesses and have campaigned for the implementation of those standards.

We work closely with professionals in the criminal justice system and beyond, and with a wide range of government departments, statutory and voluntary organisations. We use our professional contacts to represent the interests of victims and witnesses and to influence regional and national policy. We use every way possible to promote victims' interests, e.g. giving evidence to official enquiries, responding to government and other organisations' consultation documents and draft legislation, commissioning and conducting research and work with the media.

## ***How to use this directory***

The directory contains details of the services provided by Victim Support Northern Ireland. It begins with an alphabetical list which describes the range of Victim Support services. This is followed by a profile of each local Victim Support group and a checklist of those services provided by them.

The information in this directory was accurate at the time of publication. It is our intention to reissue this directory regularly to reflect new and changing services.

While every effort has been made to reflect all Victim Support services in this directory, the list is not exhaustive. Please contact your local Victim Support group for full details.

## **Community Services**

### Emotional support

Victim Support Northern Ireland offers services that can help the victim cope by providing someone who cares, who are trained to listen, who can provide information and above all who can give the victim time.

Trained volunteers and staff offer victims the opportunity to talk to someone in confidence, and will reassure them that they are experiencing normal feelings in response to abnormal circumstances. This often helps victims to recover and resume a normal life.

### Home visits/office visits

When Victim Support receives a referral or request for support, a visit to the victim's home by a trained volunteer is offered. Appointments can also be made for the victim to be seen in privacy at the local Victim Support office. Some offices also offer appointments after 5pm.

### Information

Victim Support offers victims information on eligibility to claim compensation, police and court procedures, housing issues, other Victim Support services and services provided by other organisations.

### Outreach visits

For the convenience of the victim, the full range of Victim Support services is available in local outreach centres. Details of venues are available from your local Victim Support office.

### Signposting/referral on

We offer help to victims to access other services not available through Victim Support e.g. help to access counselling services, women's services, advice centres, gay/lesbian services.

## **Court Witness Service**

Victim Support Northern Ireland currently offers support to adult prosecution witnesses attending the Crown Courts in Northern, and intend to develop the service into all Magistrates Courts in the near future.

### Support before trial

Support before trial means having someone to talk to in confidence and a chance to see the court beforehand and learn about court procedures.

### Support during trial

Support during trial includes having a quiet place to wait, someone to go with the witness into the court room when giving evidence, practical help (for example with expense forms), easier access to people who can answer specific questions about the case (the Witness Service cannot discuss evidence or offer legal advice) and help to prepare the witness for the outcome of a trial.

### Support after trial

Support after trial provides the chance to talk over the case when it has ended and to get more help or information, as well as referral on to other Victim Support services/other organisations.

## **Criminal Injuries Compensation**

Victim Support offers a free and confidential service, through trained volunteers, who assist victims of violent crime in accessing the Criminal Injuries Compensation Scheme. We can help them through the entire process as follows:

### Help to make a claim

Following the provision of advice and information on the Northern Ireland Criminal Injuries Compensation Scheme (2002), a specially trained volunteer can assist the victim to complete a Criminal Injuries Compensation application form.

### Assistance with Review

If the victim is not satisfied with the initial decision on the claim, Victim Support has specially trained Advice Workers who can assist with the submission of a review application. They can also help with any correspondence from the Compensation Agency at this stage of the claims process.

### Representation at appeal

If the victim is not satisfied with the review decision, the Advice Worker can assist with the submission of an appeal application to the Criminal Injuries Compensation Appeal Panel. The Advice Worker can help prepare the case with the victim, and provide representation at the appeal hearing.

## **Hospital Services**

### Accident & Emergency

In partnership with hospitals, victims of assault visiting the Accident & Emergency Department will be discretely offered the services of Victim Support, even if they have decided not to report the crime to the police. Victims can choose to be seen by appointment in the Victim Support office in the Accident & Emergency Department of the hospital they were originally seen at. This is sometimes more convenient for the victim as they are often required to return to the hospital for further treatment. For the convenience of the victim, alternative venues are also available.

## **Interagency Partnerships**

Victim Support has formed formal partnerships with other agencies, such as the partnership with Women's Aid. Through these partnerships the quality of services to all victims of crime are greatly enhanced.

## **Learning and Development**

### Internal

Victim Support helps staff and volunteers learn in many ways - allowing people to gain skills and knowledge to deliver a high quality service to victims and witnesses. All Victim Support volunteers are required to complete our core learning programmes before working with victims and witnesses. We also provide learning programmes to help volunteers with serious crime work; which includes hate crime, supporting people bereaved through homicide, domestic violence and victims of sexual violence (male and female).

External

Victim Support provides learning opportunities and awareness raising to statutory bodies, other voluntary organisations and community groups, on the impact of crime on victims and communities, and how to make referrals to Victim Support services.

**National Support Line**

Victim Support knows that people don't just need help during office hours. We also know that when you're feeling bad, the idea of having to deal with a stranger - even one who is there to help - can seem too much to cope with. And there may be times when victims don't want to leave their home to get help. The Victim Support Line provides information and emotional support anonymously and in confidence, and can put the victim in contact with local branches or court witness services.

The Victim Supportline number is 0845 30 30 900.

**Policy Development**

Policy Development includes working to improve the rights of victims and witnesses of crime, within the areas of Criminal Justice and Social Policy. We do this by developing policies within the organisation then promoting them outside the organisation. Also, through our membership of the National Association of Victim Support, we have access to National Policy and Research Departments.

**Volunteering**

Victim Support is a voluntary organisation that offers services through a network of trained volunteers. Our volunteers are recruited from their own communities; no formal qualifications are required as recruits bring to volunteering a wealth of life experiences. Full training in all aspects of Victim Support services is provided, and regular support and supervision sessions are conducted on an ongoing basis. All expenses are paid. Volunteers belong to local teams in the branches and Courts and attend formal and informal team meetings at regular intervals.

Name	<i>Victim Support Regional Office</i>
Contact address	<i>Annsagate House, 70/74 Ann Street, Belfast BT1 4EH</i>
Office hours	<i>Monday – Friday, 9am – 5pm</i>
Phone number	<i>028 9024 4039</i>
Fax number	<i>028 9031 3838</i>
Email address	<i>info@victimsupportni.org.uk</i>
Director	<i>Susan Reid</i>
Contact person	<i>Fiona Greene, Policy Manager</i>
Approximate area	<i>Northern Ireland</i>

Services

**Community Service**

- Emotional Support
- Home office/office visits
- Information
- Outreach visits
- Signposting/referral on

**Court Witness Service**

- Support before trial
- Support during trial
- Support after trial

**Criminal Injuries Compensation**

- Help to make claim
- Assistance with review
- Representation at appeal

**Hospital Services**

- Accident & Emergency service

**Interagency Partnerships**



**Learning and Development**

- Internal
- External

**National Support Line**



**Policy Development**



**Volunteering**



Name	<i>Victim Support Ballymena</i>
Contact address	<i>124 Broughshane St, Ballymena, BT43 6EE</i>
Office hours	<i>Monday – Friday, 9am – 5pm</i>
Phone number	<i>028 2563 0784</i>
Fax number	<i>028 2563 9104</i>
Email address	<i>janet.lynn@victimsupportni.org.uk</i>
Branch manager	<i>Ita McErlean</i>
Contact person	<i>Janet Lynn</i>
Approximate area	<i>Larne, Coleraine, Antrim, Ballymena and Moyle Area</i>

Services

**Community Service**

- Emotional Support
- Home office/office visits
- Information
- Outreach visits
- Signposting/referral on

**Court Witness Service**

- Support before trial
- Support during trial
- Support after trial

**Criminal Injuries Compensation**

- Help to make claim
- Assistance with review
- Representation at appeal

**Hospital Services**

- Accident & Emergency service

**Interagency Partnerships**



**Learning and Development**

- Internal
- External

**National Support Line**



**Policy Development**



**Volunteering**



Name	<i>Victim Support Belfast, North and West</i>	
Contact address	<i>70/74 Ann Street, Belfast BT1 4EH</i>	
Office hours	<i>Monday – Friday, 9am – 5pm</i>	
Phone number	<i>028 9024 3133</i>	
Fax number	<i>028 9024 4904</i>	
Email address	<i>maggie.colwell@victimsupportni.org.uk</i>	
Branch manager	<i>Sam Mc Cleary</i>	
Contact person	<i>Maggie Colwell</i>	
Approximate area	<i>North Belfast, West Belfast, Newtownabbey &amp; Carrickfergus</i>	
Services	<p><b>Community Service</b></p> <p>Emotional Support <input checked="" type="checkbox"/></p> <p>Home office/office visits <input checked="" type="checkbox"/></p> <p>Information <input checked="" type="checkbox"/></p> <p>Outreach visits <input checked="" type="checkbox"/></p> <p>Signposting/referral on <input checked="" type="checkbox"/></p> <p><b>Court Witness Service</b></p> <p>Support before trial <input type="checkbox"/></p> <p>Support during trial <input type="checkbox"/></p> <p>Support after trial <input type="checkbox"/></p> <p><b>Criminal Injuries Compensation</b></p> <p>Help to make claim <input checked="" type="checkbox"/></p> <p>Assistance with review <input checked="" type="checkbox"/></p> <p>Representation at appeal <input checked="" type="checkbox"/></p> <p><b>Hospital Services</b></p> <p>Accident &amp; Emergency service <input type="checkbox"/></p> <p><b>Interagency Partnerships</b> <input checked="" type="checkbox"/></p> <p><b>Learning and Development</b></p> <p>Internal <input type="checkbox"/></p> <p>External <input type="checkbox"/></p> <p><b>National Support Line</b> <input type="checkbox"/></p> <p><b>Policy Development</b> <input type="checkbox"/></p> <p><b>Volunteering</b> <input checked="" type="checkbox"/></p>	

Name	<i>Victim Support Belfast, South and East</i>
Contact address	<i>70/74 Ann Street, Belfast BT1 4EH</i>
Office hours	<i>Monday – Friday, 9am – 5pm</i>
Phone number	<i>028 9032 8152</i>
Fax number	<i>028 9024 4904</i>
Email address	<i>beverley.thompson@victimsupportni.org.uk</i>
Branch manager	<i>Kathleen Boyle</i>
Contact person	<i>Beverley Thompson</i>
Approximate area	<i>East Belfast, South Belfast, Castlereagh</i>

Services

**Community Service**

- Emotional Support
- Home office/office visits
- Information
- Outreach visits
- Signposting/referral on

**Court Witness Service**

- Support before trial
- Support during trial
- Support after trial

**Criminal Injuries Compensation**

- Help to make claim
- Assistance with review
- Representation at appeal

**Hospital Services**

- Accident & Emergency service

**Interagency Partnerships**



**Learning and Development**

- Internal
- External

**National Support Line**



**Policy Development**



**Volunteering**



Name	<i>Victim Support Derry/Londonderry</i>
Contact address	<i>7 Bayview Terrace</i>
Office hours	<i>Monday – Friday, 9am – 5pm</i>
Phone number	<i>028 7137 0086</i>
Fax number	<i>028 7126 0733</i>
Email address	<i>irene.milligan@victimsupportni.org.uk</i>
Branch manager	<i>Marian Lewis</i>
Contact person	<i>Irene Milligan</i>
Approximate area	<i>Limavady, Magherafelt &amp; Derry/Londonderry</i>

Services

**Community Service**

- Emotional Support
- Home office/office visits
- Information
- Outreach visits
- Signposting/referral on

**Court Witness Service**

- Support before trial
- Support during trial
- Support after trial

**Criminal Injuries Compensation**

- Help to make claim
- Assistance with review
- Representation at appeal

**Hospital Services**

- Accident & Emergency service

**Interagency Partnerships**



**Learning and Development**

- Internal
- External

**National Support Line**



**Policy Development**



**Volunteering**



Name *Victim Support Lisburn*

Contact address *5 Railway Street, Lisburn, BT28 1XG*

Office hours *Monday – Friday, 9am – 5pm*

Phone number *028 9267 5642*

Fax number *028 9264 0012*

Email address *deborah.cushenan@victimsupportni.org.uk*

Branch manager *Brenda Faulkner*

Contact person *Debby Cushenan*

Approximate area *Lisburn, Ards, Bangor & Down*

Services

**Community Service**

- Emotional Support
- Home office/office visits
- Information
- Outreach visits
- Signposting/referral on

**Court Witness Service**

- Support before trial
- Support during trial
- Support after trial

**Criminal Injuries Compensation**

- Help to make claim
- Assistance with review
- Representation at appeal

**Hospital Services**

- Accident & Emergency service

**Interagency Partnerships**



**Learning and Development**

- Internal
- External

**National Support Line**



**Policy Development**



**Volunteering**



Name	<i>Victim Support Lurgan</i>
Contact address	<i>12 Windsor Avenue, Lurgan, BT67 9BG</i>
Office hours	<i>Monday – Friday, 9am – 5pm</i>
Phone number	<i>028 3834 7340</i>
Fax number	<i>028 3832 3434</i>
Email address	<i>freida.brown@victimsupportni.org.uk</i>
Branch manager	<i>Kay Barrie</i>
Contact person	<i>Freida Brown</i>
Approximate area	<i>Craigavon, Dungannon, Cookstown Area</i>

Services

**Community Service**

- Emotional Support
- Home office/office visits
- Information
- Outreach visits
- Signposting/referral on

**Court Witness Service**

- Support before trial
- Support during trial
- Support after trial

**Criminal Injuries Compensation**

- Help to make claim
- Assistance with review
- Representation at appeal

**Hospital Services**

- Accident & Emergency service

**Interagency Partnerships**



**Learning and Development**

- Internal
- External

**National Support Line**



**Policy Development**



**Volunteering**



Name *Victim Support Newry*

Contact address *3-5 Railway Avenue, Newry BT35 6BA*

Office hours *Monday – Friday, 9am – 5pm*

Phone number *028 3025 1321*

Fax number *028 3083 3960*

Email address *patricia.mcNulty@victimsupportni.org.uk*

Branch manager

Contact person *Patricia McNulty*

Approximate area *Armagh, Newry, Kilkeel & Banbridge*

Services

**Community Service**

- Emotional Support
- Home office/office visits
- Information
- Outreach visits
- Signposting/referral on

**Court Witness Service**

- Support before trial
- Support during trial
- Support after trial

**Criminal Injuries Compensation**

- Help to make claim
- Assistance with review
- Representation at appeal

**Hospital Services**

- Accident & Emergency service

**Interagency Partnerships**



**Learning and Development**

- Internal
- External

**National Support Line**



**Policy Development**



**Volunteering**



Name	<i>Victim Support Omagh</i>
Contact address	<i>22 Campsie Road, Omagh, BT 79 OAG</i>
Office hours	<i>Monday – Friday, 9am – 5pm</i>
Phone number	<i>028 8224 0012</i>
Fax number	<i>028 8224 1133</i>
Email address	<i>joanne.robinson@victimsupportni.org.uk</i>
Branch manager	<i>Marilyn Giboney</i>
Contact person	<i>Joanne Robinson</i>
Approximate area	<i>Omagh, Enniskillen &amp; Strabane</i>

Services

**Community Service**

- Emotional Support
- Home office/office visits
- Information
- Outreach visits
- Signposting/referral on

**Court Witness Service**

- Support before trial
- Support during trial
- Support after trial

**Criminal Injuries Compensation**

- Help to make claim
- Assistance with review
- Representation at appeal

**Hospital Services**

- Accident & Emergency service

**Interagency Partnerships**



**Learning and Development**

- Internal
- External

**National Support Line**



**Policy Development**



**Volunteering**



Name	<i>Victim Support Crown Court Witness Service</i>	
Contact address	<i>Laganside Courts, 45 Oxford Street, Belfast BT1 3LL</i>	
Office hours	<i>Monday – Friday, 9am – 5pm</i>	
Phone number	<i>028 9023 2523</i>	
Fax number	<i>028 9023 2523</i>	
Email address	<i>sharon.hanna@victimsupportni.org.uk</i>	
CWS manager	<i>Geraldine Hanna</i>	
Contact person	<i>Sharon Hanna/Pauline McGibben</i>	
Approximate area	<i>All areas of Belfast District</i>	
Services	<p><b>Community Service</b></p> <p>Emotional Support <input type="checkbox"/></p> <p>Home office/office visits <input type="checkbox"/></p> <p>Information <input type="checkbox"/></p> <p>Outreach visits <input type="checkbox"/></p> <p>Signposting/referral on <input type="checkbox"/></p> <p><b>Court Witness Service</b></p> <p>Support before trial <input checked="" type="checkbox"/></p> <p>Support during trial <input checked="" type="checkbox"/></p> <p>Support after trial <input checked="" type="checkbox"/></p> <p><b>Criminal Injuries Compensation</b></p> <p>Help to make claim <input type="checkbox"/></p> <p>Assistance with review <input type="checkbox"/></p> <p>Representation at appeal <input type="checkbox"/></p> <p><b>Hospital Services</b></p> <p>Accident &amp; Emergency service <input type="checkbox"/></p> <p><b>Interagency Partnerships</b> <input checked="" type="checkbox"/></p> <p><b>Learning and Development</b></p> <p>Internal <input type="checkbox"/></p> <p>External <input type="checkbox"/></p> <p><b>National Support Line</b> <input type="checkbox"/></p> <p><b>Policy Development</b> <input type="checkbox"/></p> <p><b>Volunteering</b> <input checked="" type="checkbox"/></p>	

Name	<i>Victim Support Magistrate Court Witness Service</i>
Contact address	<i>Laganside Courts, 45 Oxford Street, Belfast BT13L</i>
Office hours	<i>Monday – Friday, 9am – 5pm</i>
Phone number	<i>028 9032 3232</i>
Fax number	<i>028 9023 2523</i>
Email address	<i>jenny.groves@victimsupportni.org.uk</i>
CWS manager	<i>Geraldine Hanna</i>
Contact person	<i>Jenny Groves</i>
Approximate area	<i>All areas of Belfast District</i>

Services

**Community Service**

- Emotional Support
- Home office/office visits
- Information
- Outreach visits
- Signposting/referral on

**Court Witness Service**

- Support before trial
- Support during trial
- Support after trial

**Criminal Injuries Compensation**

- Help to make claim
- Assistance with review
- Representation at appeal

**Hospital Services**

- Accident & Emergency service

**Interagency Partnerships**



**Learning and Development**

- Internal
- External

**National Support Line**



**Policy Development**



**Volunteering**



Name	<i>Victim Support Antrim Court Witness Service</i>
Contact address	<i>30 Castleway Antrim, BT45 5DG</i>
Office hours	<i>Monday – Friday, 9am – 5pm</i>
Phone number	<i>028 9448 8631</i>
Fax number	<i>028 9448 8630</i>
Email address	<i>lorraine.finlay@victimsupportni.org.uk</i>
CWS manager	<i>Geraldine Hanna</i>
Contact person	<i>Lorraine Finlay</i>
Approximate area	<i>Antrim, Ballymena, Coleraine &amp; Derry</i>

Services

**Community Service**

- Emotional Support
- Home office/office visits
- Information
- Outreach visits
- Signposting/referral on

**Court Witness Service**

- Support before trial
- Support during trial
- Support after trial

**Criminal Injuries Compensation**

- Help to make claim
- Assistance with review
- Representation at appeal

**Hospital Services**

- Accident & Emergency service

**Interagency Partnerships**



**Learning and Development**

- Internal
- External

**National Support Line**



**Policy Development**



**Volunteering**



Name *Victim Support Downpatrick Court Witness Service*

Contact address *21 English Street, Downpatrick, BT30 6AB*

Office hours *Monday – Friday, 9am – 5pm*

Phone number *028 4461 6233*

Fax number *028 441 3668*

Email address *stella.oneill@victimsupportni.org.uk*

CWS manager *Geraldine Hanna*

Contact person *Stella O’ Neill*

Approximate area *Downpatrick, Lisburn, Bangor, Newry, Armagh*

Services

**Community Service**

- Emotional Support
- Home office/office visits
- Information
- Outreach visits
- Signposting/referral on

**Court Witness Service**

- Support before trial
- Support during trial
- Support after trial

**Criminal Injuries Compensation**

- Help to make claim
- Assistance with review
- Representation at appeal

**Hospital Services**

- Accident & Emergency service

**Interagency Partnerships**



**Learning and Development**

- Internal
- External

**National Support Line**



**Policy Development**



**Volunteering**



Name	<i>Victim Support Dungannon Court Witness Service</i>
Contact address	<i>46 Killyman Road, Dungannon, BT71 6FG</i>
Office hours	<i>Monday – Friday, 9am – 5pm</i>
Phone number	<i>028 8775 1550</i>
Fax number	<i>028 8775 1549</i>
Email address	<i>anne.taylor@victimsupportni.org.uk</i>
CWS manager	<i>Geraldine Hanna</i>
Contact person	<i>Anne Taylor</i>
Approximate area	<i>Dungannon Omagh Enniskillen &amp; Craigavon</i>

Services

**Community Service**

Emotional Support	<input type="checkbox"/>
Home office/office visits	<input type="checkbox"/>
Information	<input type="checkbox"/>
Outreach visits	<input type="checkbox"/>
Signposting/referral on	<input type="checkbox"/>

**Court Witness Service**

Support before trial	<input checked="" type="checkbox"/>
Support during trial	<input checked="" type="checkbox"/>
Support after trial	<input checked="" type="checkbox"/>

**Criminal Injuries Compensation**

Help to make claim	<input type="checkbox"/>
Assistance with review	<input type="checkbox"/>
Representation at appeal	<input type="checkbox"/>

**Hospital Services**

Accident & Emergency service	<input type="checkbox"/>
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**Interagency Partnerships**

**Learning and Development**

Internal	<input type="checkbox"/>
External	<input type="checkbox"/>

**National Support Line**

**Policy Development**

**Volunteering**

## Notes

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## Notes

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This directory has been produced and printed by Victim Support Northern Ireland and Women's Aid Federation Northern Ireland in conjunction with a Joint Working Protocol.

For copies of the protocol please contact [info@victimsupportni.org.uk](mailto:info@victimsupportni.org.uk)

For copies of the corresponding Women's Aid Federation Northern Ireland Directory of Services please contact [info@womensaidni.org](mailto:info@womensaidni.org)



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