

TROUBLES PERMANENT DISABLEMENT PAYMENT SCHEME

APPLICATION FORM - GUIDANCE NOTES

The Troubles Permanent Disablement Payment Scheme (the 'Scheme') is legislated for in the Victims' Payments Regulations 2020. The purposes of the Scheme are to:-

- a) Acknowledge the harm suffered by those injured in the Troubles, and
- b) Promote reconciliation between people in connection with Northern Ireland's troubled past.

The Scheme deals with applications for payments to people living with permanent injuries sustained in Troubles-related incidents between 1 January 1966 and 12 April 2010, or the beneficiaries of those who have since passed away. Incidents outside of these date parameters can be considered on a case by case basis.

To be eligible for this Scheme, the injury/injuries must have resulted in permanent physical disablement or a permanent mental health condition. Confirmation will be required that the injury/injuries were sustained at a Troubles-related incident(s) or in the immediate aftermath of a Troubles-related incident(s).

This guidance has been produced to assist in completion of the paper Application Form.

It is important that you read all this guidance **IN FULL** before completing your application.

If you are in distress and need to speak to someone urgently you can call Lifeline for free on 0808 808 8000 from UK landlines and mobiles, 24 hours a day, 7 days a week.

For the purposes of completing this application, please note the following:

Victim :	the person who was permanently injured as a result of a Troubles-related incident.
Beneficiary :	the person who may benefit if an award is made under the Troubles Permanent Disablement Payment Scheme.

Before you apply

What you need to think about before you apply

To apply for the Scheme you will need to:

- ✓ Give personal information to us.
- ✓ Confirm your identity with us.

- ✓ Tell us about the Troubles-related incident(s) that happened in which the injury/injuries were sustained.
- ✓ Sign the statutory declaration at the back of the application form.

Before you apply, you may wish to know that:

- ✓ We may be able to help you obtain relevant supporting information.
- ✓ Support services are available to assist with your application – see [Annex A](#).
- ✓ We can request further information from you in writing or by telephone.
- ✓ Where possible, this application will be decided on assessment of supporting documentation / evidence. However, if there is not sufficient evidence, it may be necessary to attend a face to face assessment with a healthcare professional.
- ✓ We will arrange for a qualified health care professional to assess injuries sustained to determine the degree of permanent disablement.

When you apply, you acknowledge that:

- ✓ We will share some information relevant to your application in order to confirm details provided and to enable a full assessment of the application (see section 3, Declaration on page 13 below for more information).
- ✓ We will conduct a criminal record check to confirm your eligibility to the Scheme. Having a criminal record may not automatically make you ineligible under this Scheme (This is explained further in paragraph 6 of the Regulations).
- ✓ We will check previous claims for compensation and / or ongoing awards with the appropriate authorities.

Quick Facts about applying

- Apply in your own time and at your own pace. You can apply online or you can download and complete the paper application form yourself or seek the services of a friend / relative or support organisation to complete the form on your behalf.
- The paper form has been designed so that you can type on to it and then save the completed form prior to submission to the Victims' Payments Board. Alternatively, you can print off the form and complete it in hand written format – to avoid unnecessary delay in processing the application you asked to ensure your handwriting is clear and legible.
- You will be given a unique reference number as part of the application process. This will begin with **VPB** followed by a series of numbers.
- When completing your application form please remember that only one application form is required to be completed, regardless of the number of injuries or incidents – they can all be recorded (as appropriate) on a single application.
- You will need to provide as much relevant information as possible to help consideration of your application. Decisions by the Victims' Payments Board will be made on the balance of probabilities i.e. the injury is more likely than not to have resulted from the incident, however the burden of proof rests with the applicant (i.e. it is your responsibility to ensure that sufficient, relevant information is provided to support an award under this scheme).
- We will contact you to confirm that your application has been received and to confirm what will happen next. You will receive updates at each stage of the application process.

- It is important that you let us know if you have changed your contact details. We can only use the contact details you provide to us.
- You can withdraw your application at any time up to when a determination has been made by writing to the Scheme Administration at PO Box 2305, Belfast BT1 9AX.
- If you are uncertain about a question you can email us at vpb@justice-ni.gov.uk or call us on 0300 200 7808 or contact a support organisation to help you.
- We will only ask for banking details once you have been notified of a decision to award payments. Only at this stage will you be asked to provide the Victims' Payments Board with details of the bank account into which you wish payments to be made.

COMPLETING THE APPLICATION FORM

The rest of this guidance aims to help you complete the relevant parts of the application form. We have tried to set out at each part a brief explanation of the information asked for. It may be helpful to have this guidance at hand when completing the application form.

This guidance provides general information only. Every effort has been made to ensure that the information is accurate, but it is not a full and authoritative statement of the law. The Scheme Regulations are the authoritative document.

Section 1 : Personal Details

A - Beneficiary Details

This part of the application form **must always be completed**. In this part you are asked to provide the personal details of the person who is intended to benefit from an award from the Scheme. This person is known as the beneficiary, and can either be the victim who sustained the injury/injuries or, in cases where the victim is deceased, their spouse, civil partner, co-habiting partner or carer (in accordance with legislative provisions).

You are asked to provide your name, current address, date of birth and preferred contact number. If you are a UK resident or UK citizen and have a National Insurance Number, you are also asked to provide this. This information helps the Victims' Payments Board to confirm your identity.

We ask that you provide any other given names (eg a middle name) and any former names by which you were known previously. This may include the name you were known by at the time of the incident, if it's different to your current name. Where the victim is deceased, only changes to the deceased person's name are required and should be provided under Part 1C.

If the beneficiary is suffering from a terminal illness, the Victims' Payments Board will prioritise their application. You must attach a copy of a letter from a GP or hospital which documents your ill health.

B - Acting on behalf of the beneficiary

You only need to complete this part if:

- You are completing the application on behalf of someone, whose details have been provided in section 1A, and they are a minor or they lack capacity to adequately progress the application themselves. Lacks capacity means someone unable to make their own decisions because of an illness or disability such as a mental health problem, dementia or a learning disability. This could be the parent of a minor or someone with enduring power of attorney.
- You are a friend or relative managing an application on behalf of a beneficiary and have been appointed by the beneficiary to submit and manage the application on their behalf. This could include, for example, a son representing his mother, who is the beneficiary for her husband who suffered permanent injuries as a result of a Troubles-related incident, and who has passed away.
- You work (for example) with a support service or solicitor's office, and have been appointed by the beneficiary to submit and manage the application on their behalf.

In all the above instances, you are applying on behalf of the beneficiary, as their representative. You would be effectively managing the application on their behalf, and would be the contact point for the Scheme administration team. If you do not think you should be receiving routine communications from the Scheme administrators, or managing the application on the beneficiary's behalf, then this section should be left blank – in which case all communications from the Scheme administrators will be forwarded to the person named in section 1A.

Please note, you do not need a paid representative such as a solicitor or claims management company to apply to this Scheme.

If you choose paid representation, the Victim's Payments Board cannot meet the cost of this and you will have to pay these costs yourself.

You are asked to provide your name and contact details so that the Scheme administrators can progress any requests for further information, and can keep you updated on the progress of the application. You are also required to provide proof of your authority to act on behalf of the beneficiary – this could include (for example) a document proving parentage to a beneficiary who is a minor, a letter confirming power of attorney or letter signed by the beneficiary.

C - Applying on behalf of someone who was severely injured and has since passed away

You only need to complete Section 1C if the application is in respect of a person who sustained severe injury/injuries as a result of a Troubles-related incident(s), and has passed away on or after 23 December 2004. You are asked to confirm the beneficiary's relationship to the deceased – in accordance with the regulations, the allowable responses here are spouse, civil partner, co-habiting partner or carer. You are also asked to provide details in respect of the deceased, including their names, date of birth and National Insurance number, if known / appropriate. You are also asked to provide the date this person died. The information you provide will allow the Victims' Payments Board to confirm the deceased's identity and their relationship to beneficiary.

D - Current Proofs of ID

This part sets out the documentary forms of identification (ID) that must be provided in support of the application. Where date defined, these documents must be **current** and will enable the Victims' Payments Board to confirm the identity of the applicant. The Victims' Payments Board will accept copies of birth and death certificates that have been certified by notary public, a solicitor or by the General Register Office of Northern Ireland (GRONI). Other documents used to verify identity can be certified by notary public, a solicitor or by the Court of Judicature of Northern Ireland. Other roles / professions that can certify identify documents are councillors, MLAs, MPs, doctors, dentists, teachers, civil servants and clergy.

It has been agreed, for the purposes of this Scheme, that Welfare Support Officers working for the four organisations on listed at [Annex A](#) of these Guidance Notes will be able to certify identify documentation.

The certifier should write on the copy document 'Certified to be a true copy of the original seen by me', and should sign and date this, print their name and add their occupation, address and telephone number.

An application under **Sections A, B and C must** be supported by **ALL** of the following attachments:

- Certified copy of beneficiary's birth certificate
- Certified copy of photographic identity of beneficiary (see below)
- Proof of any name change since the incident / injury occurred (if appropriate)

An application under **Section B (Acting on behalf of the beneficiary) must also** be supported by **ALL** of the following attachments:

- Evidence of authority to act on behalf of the beneficiary. *(If you are not related to the beneficiary or do not have enduring power of attorney, please provide details on why you are making an application on their behalf).*

An application under **Section C must also** be supported by **ALL** of the following attachments:

- Certified copy of deceased's birth certificate
- Certified copy of deceased's death certificate
- Certified copy of the will, if one was made
- Certified copy of Grant of Probate, or Letters of Administration (if applicable)
- Certified copy of any proof of relationship with the deceased – this might include a marriage certificate, civil partnership certificate or (for example) a letter from a solicitor or minister of religion.

Please do not send original documents as these cannot be returned

Photographic identity can include any of the following:

- A UK, Irish or EEA driving licence (photographic part) (provisional accepted)
- A UK, Irish or EU passport
- An Electoral Identity Card

- A Translink Senior SmartPass
- A Translink 60+ SmartPass
- A Translink War Disabled SmartPass
- A Translink Blind Person's SmartPass

The photograph must be of a sufficient likeness to allow the Victims' Payments Board to confirm the beneficiary's identity. It doesn't matter if the identity document has a different address to the beneficiary's address on the application form. If you do not have any of these documents, or are resident outside the UK, please contact the Scheme administration team for further advice on acceptable forms of ID.

SECTION 2 - SUPPORTING INFORMATION

Part 1: Supporting Information already held

You are asked to provide as much relevant supporting information as possible to help consideration of your application. Similarly, if you are completing this form on behalf of someone else, please provide as much relevant information as possible.

Decisions by the Victims' Payments Board will be made on the balance of probabilities i.e. more likely than not to have happened. It is your responsibility to provide sufficient information to support an award under this Scheme.

You may have kept details of the incident in which the injury/injuries were sustained and which will help confirm presence at the incident and/or the level of permanent injury/injuries incurred. This might include copies of information that you have retained and used for the purposes of applying for other compensation and support schemes, for example Criminal Injuries compensation or support from Victims and Survivors organisations. This could include:

- Police reports or witness statements,
- Media / newspaper clippings,
- Previous compensation awards,
- Court awards / settlements,
- Evidence submitted in support of benefit claims,
- Employment records,
- Medical records related to the injury/injuries – this may include (for example):-
 - consultation reports from consultants
 - surgical / discharge notes in relation to exact procedures carried out following trauma
 - clinic follow-up notes in relation to recovery from injury
 - evidence pertaining to injury permanence
- GP, consultant or hospital notes or referral letters.

A table is provided on the application form for you to record the supporting documentation you are forwarding with your application. You are asked to list the supporting documents in the table, and to number and cross-refer for ease of reference for the Scheme administration team. If you need to extend the table, please use a separate sheet and attach it to the application form - you should label this additional sheet **Section 2 Part 1A – Supporting information already held**.

If you have additional information, that comes to hand after you submit your application, and you feel that this would be useful in support of your application, you can still forward this to the Scheme administration team for inclusion with your case papers. You should forward to PO Box 2305, Belfast BT1 9AX, or email us at vpb@justice-ni.gov.uk. Please ensure you provide your VPB reference number so that the papers can be associated to your case.

Please send copies as original documents cannot be returned

If you do not hold any supporting documentation, you are asked to confirm this by ticking the relevant statement box on the application. You can still apply without any supporting documentation. The Scheme administration team will endeavour to obtain relevant information from the appropriate authorities.

You should submit along with your application any relevant supporting information that you currently hold. The Victims' Payments Board can source other relevant information if required. Requests for supporting information may be issued by the Victims' Payments Board to authorities such as:-

- Police Service of Northern Ireland
- Organisations providing Health Services, including GPs
- Public Records Office NI
- Victims and Survivors Service (VSS)
- Compensation Services
- Ministry of Defence
- Department for Communities
- The National Archives

By signing the declaration within this application you are indicating that you understand that the Victims' Payments Board, in processing this application, may request information from other organisations in line with Article 6(1)(e) of UK GDPR.

Part 2: Presence at a Troubles-related incident

A - Incident(s) Details

This part of the application seeks the details of at least one Troubles-related incident at which the victim was present, or present in the immediate aftermath, when the injury/injuries were sustained.

We ask for this information as we need to be able to confirm the victim was present at the scene of a Troubles-related incident or in the immediate aftermath. A person's injury/injuries may only be considered to be caused by a Troubles-related incident if suffered by that person when:

- directly present at a Troubles-related incident; or
- present in the immediate aftermath of a Troubles-related incident in which a loved one died or suffered an injury; or
- responding, in the course of their employment, to an incident in which they reasonably believed a loved one had died or suffered significant injury.

You are asked to provide details of the date and location of the incident to help confirm the incident occurred. If you need additional space, please use a separate sheet and attach it to the application form – you should label this separate sheet **Section 2 Part 2A – Incident Details**. If the exact date of the incident is unknown, please provide as much detail as you can e.g. approx. date, month and year. This may help us if we need to ask the police or other authorities to verify the incident.

A brief description of what happened is also required to help confirm the incident occurred and the victim's presence at the scene or in the immediate aftermath. The victim's address at the time of the incident is also requested as this may help us to confirm details.

You can attach copies of any documentation that you may have in support of this aspect of the application. Please note, if there is sufficient supporting documentation already provided under **Part 1** you can reference this.

Please send copies as original documents cannot be returned

B - Reporting of Incident

In this part of the application, you are asked to provide details of any reporting of the incident to the police. Please note, it is not a requirement to have reported the incident to police in order that your application to the Scheme can be progressed.

The information provided might include (if known):-

- Details of the Police Station the matter was reported to.
- Date and time reported.
- Confirmation whether a police statement was made.
- Name of officer / number to whom statement or report of incidence was made
- Police occurrence number.

We ask for this as it may help us confirm the incident occurred and the victim's presence at the scene or in the immediate aftermath. It is not a legislative requirement of the Scheme to have reported an incident to police.

To support this part of the application, you can attach copies of any documentation you may have in your possession in relation to reporting the incident; this might include copies of any statements which may have been made to the police by you, the victim or by someone else who was present at the incident.

Please note, if there is sufficient supporting documentation already provided under **Part 1** you can reference this.

Please send copies as original documents cannot be returned

C - Evidence from doctors and other health and social care professionals

This part of the application seeks details of the victim's attendance at any hospital, GP, private clinic or consultant following the incident. Any information provided here may help

confirm presence at the incident from medical notes or records of attendance recorded following the incident. This should include details of attendance and approximate timing of attendance i.e. immediately following, that evening, next day, following week, etc.

You can attach copies of any documentation that you may have in support of this aspect of the application. Please note, if there is sufficient supporting documentation already provided under **Part 1** you can reference this.

Please send copies as original documents cannot be returned

D - Any other relevant information

In this part of the application, any other details / information is sought which may help confirm the victim's presence at the Troubles-related incident that have not been covered under Parts A, B or C above.

You may have information from other sources that have not been highlighted within the application so far – if so, you can provide these details in this Part of the form.

Part 3: Permanent Injuries sustained

In this part of the application details of the permanent injuries sustained by the victim as a result of a Troubles-related incident(s) should be provided. Please provide as much detail as you can to support your application; this may help in assessing the degree of disablement in reference only to the written information provided.

Please note, where there is not enough supporting information, a face-to-face assessment may be required with a health care professional. If a face-to-face assessment is declined this may impact decisions on your application by the Victims' Payments Board.

You may wish to refer to medical documentation provided in **Part 1** of your application.

For applications in respect of physical injuries which have also resulted in psychological injuries please provide details of both to allow for a full assessment to be made.

We ask that you provide specific details of:-

- the injuries caused by the incident noted at **Part 2** of your application;
- any diagnosis received in respect of the injuries as well as details of any ongoing treatment being received (if appropriate);
- symptoms arising from the injuries, how these might have improved or deteriorated over time and how they impacted on the victim's day to day life.

If you need additional space, please use a separate sheet and attach it to the application form – you should label it **Section 2 Part 3 Permanent Injuries Sustained**.

This information will help to assess the degree of permanent disablement.

Part 4: Other potential sources of supporting documentation

In this part of the application, the details are sought of any further information sources which may also hold supporting documentation to help confirm eligibility for the Scheme. By signing the declaration at the end of the application, you are indicating that you understand that the Victims' Payments Board may request information in line with Article 6(1)(e) of UK GDPR from the appropriate sources on your behalf. You can provide the details in this section, or include them at Part 7: Any Other Relevant Information.

This may include:

- The names and contact details of the key clinicians who supported the victim through the injury attributable to the Troubles-related incident. This could include professionals such as therapists, consultants, counsellors, prosthetists and anyone else providing care in any other setting. This is to ensure the Scheme can seek the best possible medical evidence if required, in support of your application.
- The Victims and Survivors Service (if the victim registered with them) who may hold details of the victim's injuries, referral details for support and services or details of the incident in which the injury/injuries were sustained.
- Details of current GP or private health care provider who may hold details of the injuries and help us to assess the level of disablement.
- Details of previous or current employer(s) who may hold details of the injuries within their HR records (including details of any workplace adjustments as a result of the injuries sustained), or have provided support to the victim such as a work based pension related to the injury/injuries, for example, a public sector injury award, war pension, injured on duty award.
- Any community or voluntary organisation or support group that may hold details in respect of the victim's injury/injuries, the incident in which the injury/injuries were sustained or details of support provided such as psychological therapies or physiotherapy.

Other sources may include any previous or current claims for disability benefits such as Employment and Support Allowance (ESA) or industrial injuries disablement benefit, or court awards / compensation claims. These sources may hold helpful information if benefit / compensation is being received, or has been received, for the injury/injuries to which this application relates.

In all the above, please provide details of any organisational case reference numbers, if you know them.

Part 5: Any other prior and / or ongoing payments

In this part of the application, you are asked to provide details of any prior or ongoing payments that have been made in respect of the injury applied for.

Prior and ongoing payments you must tell about include:

- Any previous compensation received for your injury, for example, criminal injury compensation, civil claims, court awards or out of court settlements.

- Any current or outstanding claims for compensation, civil claims, court awards or out of court settlements.
- Any payments which you are currently receiving from the Victims and Survivors Service (VSS), for example, self-directed payments.
- Any ongoing payment in respect of the same injury, such as a work based pension related to the injury e.g. public sector injury award, war pension, injured on duty award, or industrial injuries disablement benefit.
- A list of all relevant ongoing payments you need to tell us about is noted below:
 - Any Social Security Disablement Pension i.e. industrial injuries disablement benefit in respect of the same injury.
 - Any retired pay, pension, allowance or other continuing benefit awarded under the Naval, Military and Air Forces Etc. (Disablement and Death) Service Pensions i.e. War Pension in respect of the same injury.
 - Any payment received through the Armed Forces or Reserve Forces Compensation Scheme in respect of the same injury.
 - Any pension, award or allowance or other continuing benefit awarded under the Police Service of Northern Ireland or Police Service of Northern Ireland Reserve in respect of the same injury
 - An ill health or disablement pension under a Firefighters' Pension Scheme in respect of the same injury.
 - Any pension, allowance, gratuity or other payment awarded under a Civil Service Compensation Scheme or Civil Service Injury Benefit Scheme in respect of the same injury.
 - Any payment under a National Health Service Injury Benefit in respect of the same injury.
 - Any benefit equivalent to those above including benefits awarded under the legislation of another country or dependent territory in respect of the same injury.

If you need additional space, please use a separate sheet and attach it to the application form – you should label it **Section 2 Part 5 – Prior and / or ongoing payments**.

We ask this because if you are eligible for the Scheme, the Victims' Payments Board may need to reduce your level of payment in respect of historic compensation paid for the same injury over certain thresholds, or if you have any ongoing payments for the same injury.

You can also provide details of any factors the Victims' Payments Board should consider when deciding if any previous compensation awards should affect any payments to you under this Scheme. This could include factors such as how you have used the compensation you received, for example, to clear a house mortgage or other debt, any financial hardship and when this compensation payment ran out.

We appreciate that some of this may have occurred some time ago; please endeavour to complete the relevant sections to the best of your recollection.

Please note: Payments made through the Scheme will not affect any entitlement to income-related benefits, i.e. it will not be treated as income for the purposes of means-testing for benefits such as Employment Support Allowance, Housing Benefit and Universal Credit. It will also not affect tax.

Part 6: Nomination for transfer of entitlement on death

In this part of the application, you are asked to provide details of a nominee (this could be a spouse, civil partner, cohabiting partner or carer) to whom the victim would wish any payments awarded under this Scheme to be transferred upon their death.

We are asking for this information in the unfortunate event of the victim's death prior to a decision being made by the Victims' Payments Board, or after a decision has been made and monthly payments have commenced. Should this unfortunately arise, this will make decisions on the transfer of payments much quicker to process.

If the details of a nominee are provided with this application, we ask that you provide any supporting documentation to evidence their relationship to victim.

If the victim's spouse, civil partner or co-habiting partner is nominated, evidence of their relationship could include:

- A marriage certificate, or
- Confirmation that they have lived in the same household for a sustained period.

If the victim has nominated their carer, supporting information of the regular and substantial care provided will be required. This could include:

- A carers allowance award letter.
- Confirmation that they would have been entitled to carers allowance but for the fact their earnings exceeded the limit to be entitled to carers allowance.
- Other information which may help the Victims' Payments Board confirm the regular and substantial care provided*

* The Victims' Payments Board will have discretion to consider applications to nominate a carer where it is considered equitable, in all circumstances, to treat the person as having regularly and substantially engaged in caring for the victim. A person cannot be treated as regularly and substantially engaged in caring for a victim if that person derived earned income from those caring responsibilities.

Please send copies as original documents cannot be returned

Please note that changes can be made to the nominee provided on the application should there be a change of circumstances or preference in the future. This should be done in a written submission, signed by the victim or their appointed representative, and submitted to the Scheme administration team.

It should be noted that it is not possible for someone to select a nominee if they are applying to the Scheme as the beneficiary of a victim who has passed away. This is because the named beneficiary for the application is regarded as the nominee and Regulation 9(2) states that only one person can be the nominee for the purposes of transfer of entitlement on death. There is no provision to transfer payments on to subsequent nominees.

Part 7: Any other relevant information

In this part of the application, you can provide any details of any other information in support your application. For example, details of further information sources where additional medical evidence might be obtained or, if the victim has a criminal record and wishes to provide details of any mitigating circumstances for consideration by the Victims' Payment Board. The Secretary of State for Northern Ireland issued guidance regarding serious convictions and exceptional circumstances on 14 August 2020. Details can be found on the following website:

<https://www.gov.uk/government/publications/secretary-of-state-issues-victims-payments-guidance>

SECTION 3 – DECLARATION

You must carefully read this section of the application form before confirming that you have read and understood that the information you have provided is true and may be shared with others. By signing the declaration within the application form you are indicating that you understand that, in order to confirm the details provided on the application and to enable a full assessment to be undertaken, the Victims' Payments Board, or agents acting on behalf of the Board, may request information in line with Article 6(1)(e) of UK GDPR:

- From any medical practitioner attended by the applicant, medical records, notes and reports, which are relevant to this application (This may include GP and Counselling Notes and records, if required).
- From the police all relevant information, including copies of the applicant's criminal record (if any) and any statements made in connection with this application
- From any other source, any information which is relevant to this application.

Once you have read and confirmed you must date and sign the application form. Unsigned applications received by the Victims' Payments Board will not be accepted and may delay processing of your application.

WAVE Trauma Centre

WAVE Trauma Centre is a regional NGO that works from five centres across Northern Ireland providing a holistic range of therapeutic, welfare and support services to anyone bereaved or injured as a result of the Troubles regardless of religious, cultural or political beliefs. WAVE has a team of specialist welfare officers for the Troubles Permanent Disabled Payment Scheme making applications for individuals and supporting them through the process.

WAVE works across N. Ireland, Ireland, GB and with clients living in other areas of the world who have been affected by the NI Troubles/ Conflict. All services delivered by WAVE are trauma informed. WAVE is an accredited service provider with the British Association of Counselling and Psychotherapy (BACP)

To access assistance with the Troubles Permanent Disabled Payment Scheme or to find out more about the range of services that are available please contact:

	Address	Telephone Number	Email Address	Website/ Social Media
WAVE	Belfast Office:	028 90779922	adminhq@wavetrauma.org	Website: www.wavetraumacentre.org.uk
	Armagh Office:	028 37511599	adminarmagh@wavetrauma.org	
	Ballymoney Office:	028 27669900	adminballymoney@wavetrauma.org	
	Derry/ Londonderry Office:	028 7126 6655	adminderry@wavetrauma.org	Facebook: https://www.facebook.com/WaveTraumaCentre/
	Omagh Office:	028 8225 2522	adminomagh@wavetrauma.org	

Relatives for Justice (RFJ)

Relatives for Justice is a non-governmental organisation supporting persons bereaved and/or injured as a result of conflict. Providing support across the region and with offices in Belfast, Dungannon and Mid-Ulster, Relatives for Justice (RFJ) is a non-sectarian, non-judgmental organisation operating with core values of confidentiality, inclusion and equality. Offering a holistic wrap around service RFJ provides support programmes, advice, advocacy and fully accredited therapeutic services all designed to professionally support families and individuals with the impact of trauma.

	Address	Telephone Number	Email Address	Website/ Social Media
RFJ	Ardoyne Office: 2-4 Brompton Park Belfast BT14 7LD	028 90716122	injuredscheme@relativesforjustice.com	www.relativesforjustice.com

The Ely Centre

The Ely Centre, a Charity established in the aftermath of 1987 Enniskillen Remembrance Day Bomb, provides multi-disciplinary support services for civilians, security force & HM Forces personnel and their families, who have experienced bereavement and injury as a result of the “Troubles” through the provision of evidenced based treatment and support services that address issues of declining physical and psychological health, social and financial difficulties which have arisen as a result of the “Troubles”

The Ely Centre currently provide support in the following areas.

- Fermanagh and Omagh District Council Area
- Armagh, Banbridge & Craigavon Council Area
- Newry and Mourne Council Area
- Mid Ulster Council Area
- Co Monaghan

	Address	Telephone Number	Email Address	Website/ Social Media
ELY	Millenium Court, 5 William Street, Portadown BT62 3NX	028 66320977	enquiriesvps@elycentre.co.uk	www.elycentre.com
	2 Geddis Square, Markethill BT60 1PN	028 37552447		

South East Fermanagh Foundation (SEFF)

South East Fermanagh Foundation (SEFF) provides support to innocent victims and survivors of terrorism and other 'Troubles related' criminal violence. We have offices located in Lisnaskea, County Fermanagh, south Armagh, Rathfriland, County Down, Lisburn, County Antrim and we are the sole Northern Ireland formed group to have a base in Great Britain (London) from which we direct outreach support to GB-based victims and survivors. We are open for referrals irrespective of geography, and where we can work collaboratively with other organisations we do, in best meeting the needs of individual victims/survivors.

SEFF provides a holistic service for victims/survivors providing services spanning, health and wellbeing, advocacy, befriending, youth/transgenerational and wider practical support services including social support interventions. We strive to facilitate and support an individual's transition from victim to survivor as part of a process of healing.

	Address	Telephone Number	Email Address	Website/ Social Media
SEFF	Main office: Unit 1 Manderwood Park 1 Nutfield Road Lisnaskea Co Fermanagh BT92 0FP	028 67723884	welfare@seff.org.uk	Website: www.seff.org.uk
	South Down Gateway Service: 16A Downpatrick Street Rathfriland Newry Co Down BT34 5DG			Twitter: @SEFFLisnaskea
	East Region Gateway Service: 19/21 Graham Gardens Lisburn Co Antrim BT28 1XJ			Facebook: SEFF Victims and Survivors and SEFF Lisnaskea (Community)

SEFF GB	LIVES Project LG16 Lower Ground 25 Finsbury Circus London EC2M 7EE			
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Ashton

Bridge of Hope is a project within Ashton's Health & Wellbeing Department engaging with over 30,000 people since 2001.

They deliver services from three wellbeing centres working from North Belfast – McSweeney Centre close to Carlisle Circus, Alliance Avenue, and Churchill Street.

Their mission is "To empower and promote positive change for victims and survivors through the delivery of quality health and wellbeing services". Support includes –

- Complementary Therapies;
- Life Coaching;
- Counselling and Psychological Services;
- Accredited VTCT Training;
- Personal Development courses in stress management,
- Resilience, and mindfulness
- Health and Wellbeing Caseworkers
- Troubles Permanent Disablement Pension Scheme application support

Ashton's services are person-centred and based on the theory that no single approach will suit everyone. All services are designed to help manage and reduce stress whilst encouraging the development of positive, healthy, and resilient lives.

	Address	Telephone Number	Email Address	Website/ Social Media
Ashton	Ashton Centre 5 Churchill Street Belfast BT15 2BP	028 90742255	bohension@ashtoncentre.com	https://www.ashtoncentre.com