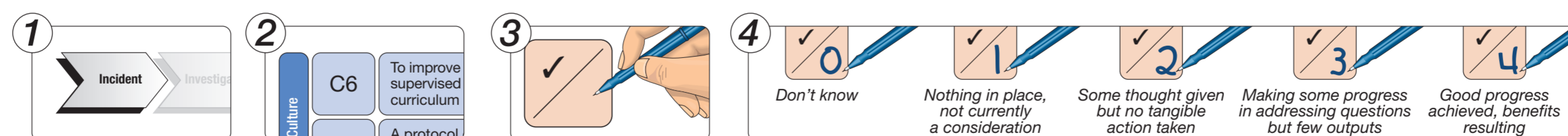


		Incident	Investigation	At court	After court	Key areas to address				
						LCJBs	CDRPs	Police	Local authorities	Voluntary sector
Demand	D1	Initial demand for services from victims and witnesses is quantified, understood and used to inform service planning						✓		
	D2	The volume and type of non-crime reports are monitored and agreed protocols are used to refer reports to the appropriate agency						✓	✓	
	D3	The principles of the police National Intelligence Model are used to analyse, task and respond to incidents of disorderly and antisocial behaviour					✓	✓	✓	
	D4	To better meet the demand for services from victims and witnesses, agencies work together to improve methods for incident reporting				✓	✓	✓	✓	✓
Culture	C1	Each agency has a champion who is responsible and accountable for leading development and implementation of a victim/witness user-focus across the CJS				✓				
	A1	Local CDRP strategies include plans for identifying, responding to and reducing incidents of disorderly and antisocial behaviour					✓			
Accountability	A2	Links between local agencies and partnerships are strong and support significant collaboration				✓	✓			
	I1*	The public is provided with timely and accurate information about the local CJS, which is improving confidence and increasing the quality and number of incident reports				✓		✓		
Information	I2*	Communication between agencies and victims/witnesses is effective in ensuring that individuals are fully aware of the options open to them at each stage of the process				✓				
	S1	Local arrangements to deal with antisocial behaviour are proactive, responsive and are demonstrably improving the quality of life of local people					✓	✓	✓	
Support	S2	Particularly vulnerable individuals and communities receive better support through targeted enforcement action on those who perpetrate intimidating behaviour					✓	✓	✓	
	S3*	To meet the needs of different groups of victims and witnesses in engaging with the CJS, there is easy access to a range of support services				✓	✓	✓	✓	✓
	R1	Effective co-ordination of resources (including projects funded by Area Based Initiatives) is delivering improved services to victims and witnesses				✓	✓			
Resources	R2	Police and local authorities target resources at the most deprived communities, where rates of victim/witness engagement with the CJS are also low					✓	✓	✓	
	R3	Methods for handling victim/witness reports are effective and make best use of opportunities for facility and resource sharing between agencies				✓		✓	✓	✓

		Incident	Investigation	At court	After court	Key areas to address						
						LCJBs	Police	CPS	Courts	Victim Support	Voluntary sector	
Demand	D5	Agreed protocols ensure that victim/witness risk and needs assessments are conducted at each stage of their engagement with the CJS				✓						
	D6	Victims and witnesses are asked about their expectations and these are then managed within the constraints of local capacity					✓				✓	
Culture	C2	The needs of secondary (non-victim) witnesses, including defence witnesses, are considered equally and in parallel with those of victims					✓		✓	✓		
	C3	All staff with responsibility for dealing with victims and witnesses are trained to do so appropriately (and in conjunction with local voluntary sector partners)				✓	✓	✓	✓	✓	✓	
	C4*	Staff communicate effectively with victims and witnesses and demonstrate an awareness of and sensitivity to individual needs					✓	✓	✓	✓		
Accountability	C5*	A strategy is increasing recruitment of BME staff/volunteers to better reflect local community demographics and needs				✓				✓		
	A3	Staff competencies incorporate customer care principles and staff are held accountable for their performance					✓	✓	✓	✓		
Information	A4	The taking of victim and witness statements is subject to quality control arrangements and staff are held accountable for their performance					✓					
	A5	The extent of victim and witness satisfaction is quantified through monitoring arrangements that provide a picture of the whole experience				✓					✓	
Support	I3	Publicly available local standards describe what victims and witnesses can expect following an incident report, and performance against these standards is monitored and reported				✓					✓	
	I4*	Information for victims and witnesses is provided in a variety of formats at each stage of the process, particularly to meet the needs of BME communities or people with disabilities				✓					✓	
	I5	An agreed protocol, based on central guidance, governs witness warning and notification of any change in the arrangements for attending court				✓						
	I6	An agreed protocol ensures that personal victim and witness information is shared between all local agencies				✓					✓	
	I7	Resources and processes are configured to ensure that communication with victims and witnesses has continuity, is timely, and is appropriate to individual needs				✓						
	S4	An agreed protocol governs early identification and application of special measures to meet the needs of victims and witnesses who are particularly vulnerable					✓	✓	✓	✓		
	S5	Victims and witnesses have early engagement with their CPS representative to increase their confidence about the nature and quality of advocacy they receive						✓				
Resources	S6*	Efficient case management and victim/witness support is facilitated by effective collaboration between the police and the CPS					✓	✓				
	S7*	Provision of all support services is timely, consistent and meets the needs of individuals, including BME victims and those with disabilities					✓			✓	✓	
	S8*	A police strategy ensures prevention, identification and response to all forms of witness intimidation					✓				✓	
	S9*	The support needs of victims and witnesses whose cases do not proceed to court are identified and referrals are made to appropriate services					✓					
Resources	S10	Behavioural factors that may encourage intimidation of victims and witnesses at court are identified and remedial action is taken				✓				✓	✓	
	R4	Local capacity to provide support to victims and witnesses is assessed and better local solutions are implemented				✓				✓	✓	
	R5	Existing resources are better used by taking opportunities to co-locate and share staff and premises				✓				✓	✓	

		Incident	Investigation	At court	After court	Key areas to address					
						LCJBs	Police	CPS	Courts	Defence	Witness Service
Demand	D7	The Witness Service receives comprehensive personal information about all witnesses who will be attending court at the earliest opportunity					✓	✓	✓	✓	✓
	D8	An agreed protocol ensures that all victims and witnesses are met upon arrival at court and that their needs are met thereafter				✓					✓
	D9	Courts monitor the volume and throughput of witnesses, recording demographics such as age, disability and ethnicity							✓		
	D10	Information about court users, especially victims and witnesses, is used to improve the range, quality and performance of local services				✓			✓		
	D11*	The courts are adequately set up for special measures and both court and Witness Service staff are properly trained in their use							✓		✓
Culture	C6	To improve understanding of the CJS, the courts provide supervised visits for local people and target schools under the citizenship curriculum				✓			✓		
	C7	An agreed protocol ensures that all witnesses receive recognition for their effort to attend and contribute at court (whether or not they give evidence)						✓	✓	✓	
Accountability	A6	The volume of unexecuted and withdrawn arrest warrants is monitored and subject to a plan for improving performance				✓	✓		✓		
	I8	The results of all courts cases are supplied to relevant victims and witnesses within the national target time					✓		✓		
Information	I9	An agreed protocol ensures that victims and witnesses receive an explanation of the reason for any adjournment, cracked or ineffective trial						✓	✓		
	I10	Witnesses' expectations are managed by dedicated staff who explain court procedures and what happens thereafter				✓		✓	✓		✓
	I11	Witnesses are informed about outstanding arrest warrants relating to their case and, where a warrant is withdrawn, an explanation is provided					✓	✓			
Support	S11	Young witnesses are encouraged to express their needs, concerns and expectations about attending court, and these are managed by specially trained staff							✓		✓
	S12	The needs of defence witnesses are assessed and met, and referrals are made to support services where appropriate							✓	✓	✓
	S13	The financial and practical implications for witnesses attending court are identified early and effective support is provided						✓	✓	✓	✓
Resources	R7	Opportunities are taken to modernise court facilities and to improve segregation of prosecution and defence				✓			✓		
	R8*	To maximise the probability of witness attendance in court, effective systems ensure minimal delay and uncertainty in hearing cases				✓		✓	✓	✓	

		Incident	Investigation	At court	After court	Key areas to address							
						LCJBs	Police	Local Authorities	Courts	Defence	Probation	Prison	Voluntary sector
Demand	D12	The scale and nature of demand from victims and witnesses for post-court support is quantified and used to inform service planning				✓					✓		
	C8*	Victims are provided with a consistent opportunity to express their views, for example, through victim personal statements					✓				✓		
Culture	C9*	Joint user surveys monitor and report that victims and witnesses feel that their contribution is valued as they pass through the CJS				✓	✓		✓		✓		
	A7*	Agencies work together through MAPPA to identify and manage the risks posed to victims and witnesses					✓	✓			✓	✓	
Accountability	A8	Early notification of the impending release of offenders with a history of intimidation is provided to the relevant local agencies, who follow this up with victims and witnesses where necessary					✓	✓			✓	✓	
	I12	An agreed protocol ensures efficient handover of victim information from police to probation victim liaison staff					✓				✓		
Information	I13	An agreed protocol ensures that victims are provided with accurate and timely information about an offender's impending release from custody					✓				✓	✓	
	S14	Probation services have adopted the recommendations around victim support made in the 2003 HMIP thematic inspection report <i>Valuing the Victim</i>									✓		
Resources	R9	CJS agencies and LSPs work together to expand the provision of post-court support to victims and witnesses				✓		✓			✓		✓



# Victims and witnesses: providing better support

A self-improvement tool for policymakers and practitioners

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