



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Accountability	A6	The volume of unexecuted and withdrawn arrest warrants is monitored and subject to a plan for improving performance	✓	✓		✓		
Information	I8	The results of all courts cases are supplied to relevant victims and witnesses within the national target time		✓		✓		
	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	I11	Witnesses are informed about outstanding arrest warrants relating to their case and, where a warrant is withdrawn, an explanation is provided		✓	✓			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	✓		✓	✓	✓	