



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		✓	✓	✓	✓
	C5*	A strategy is increasing recruitment of BME staff/volunteers to better reflect local community demographics and needs	✓				✓
Accountability	A3	Staff competencies incorporate customer care principles and staff are held accountable for their performance		✓	✓	✓	✓
	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	✓				✓
Information	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	✓				
Support	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			✓		
	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		✓			
	S10	Behavioural factors that may encourage intimidation of victims and witnesses at court are identified and remedial action is taken	✓				✓
Resources	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	✓				✓