



Bailiwick of Guernsey Victim Support and Witness Service

Annual Report June 2013 to end May 2014

VISION

The vision of the Service is to be the Bailiwick's leading provider in the delivery and sourcing of top quality services to Victims and Witnesses.

Purpose:

The purpose of the Scheme is to provide emotional support, practical help and information to all victims or witnesses of crime in the Bailiwick. It provides that same service to the families and friends of victims. Whilst the initial emphasis was on the victims of crime this was subsequently expanded to include witnesses through the Witness Service.

Volunteers working with both sets of clients are trained specifically for the separate disciplines.

The Witness Service provides guidance and support for all witnesses who find themselves having to attend Court when perhaps they have never attended the Court before. This can be extremely daunting and sometimes, particularly for young or vulnerable witnesses, frightening. Witnesses are offered pre-trial visits to the Courtroom when the court procedure will be explained, including where they will be asked to stand to give their evidence, where the judge will sit and where all other participants will be positioned. The visits enable them to be a little more comfortable in the Court surroundings and less intimidated, leading to better quality evidence.

The Service offers support to prosecution and defence witnesses, their family and friends before, during and after a criminal trial.

Volunteers can also accompany witnesses into the courtroom whilst they give their evidence and provide ongoing support after the event which may include advising them of a verdict and explaining a sentence.

Since 2008 the Witness Service has also provided support to people attending the Domestic and Matrimonial Courts.

More information regarding the history of Victim Support and Witness Service can be found at Appendix A

Volunteers:

All those who deal directly with either Victims or Witnesses are trained to the highest standards – we currently have 19 volunteers (3 male and 16 female). 2 of the male volunteers are Witness Service only volunteers with the remaining 17 (1 male and 16 females) being trained to support both victims and witnesses.

Training:

Victim Support volunteer training is in accordance with National standards and is carried out locally by an accredited trainer and former Jersey Probation Officer.

Witness Service volunteer training is carried out by the Manager.

General Activity:

We work closely with the Restorative Justice Development Officer where offenders have expressed a wish to make reparation with their victims. We make every effort to contact the victims to ascertain whether they would be prepared to participate in some form of Restorative Justice, which is of course entirely victim focussed.

We have not given talks in schools during PSHE & Citizenship lessons since the first quarter of 2013 as there has not been the time for all the preparation required or to attend the Schools Agencies training meetings.

We lost one female volunteer in August 2013 as there was a conflict with other charity work she had taken up, but we gained one more male Witness Service volunteer who was trained and accredited in November 2013.

On 17 June 2013, the Manager's assistant attended the Islands' Child Protection Committee (ICPC) one day conference "New and Emerging Challenges in Child Protection" with speakers from the UK and USA giving presentations on the exploitation of childhood, the transmission of poisonous values and the pornification of young peoples' sexuality by commercial and corporate interests.

Also in June, the Manager was invited to be a member of the Communication and Engagement Working Group (CEWG) meetings (this is a sub group of the Criminal Justice Strategy Working Group). The CEWG investigates how communication and engagement efforts may be enhanced and where multi agency arrangements can be developed.

The Manager attended the Police Witness Care Unit open evenings in July to give a short presentation about Victim Support and Witness Service and how the two services will complement each other to provide a seamless service to victims and witnesses.

On 13 June 2013 our colleagues from Jersey and the Isle of Man visited Guernsey for the VS & WS Islands' meeting held each year. The meeting covered various topics such as the 2014 conference to be hosted by Guernsey, statistics, databases, training, funding, VS Europe and the Criminal Injuries Compensation Schemes.

Two Grammar School students doing work experience in the Court spent some time in the Witness Suite with the Manager and some volunteers.

The Manager attended the Restorative Justice Practitioners training day on 8 July. The Manager's assistant attended the 3 day RJ Facilitator training on 9,10,11 July and also the RJ conference on 14 October "Working Toward a Restorative Bailiwick".

Management Committee member Anna Guilbert attended the lunchtime seminar on 6 November held by the LTSB Foundation and entitled "How Philanthropy and Government Can Work Effectively in Partnership" with guest speaker Andrew Muirhead.

On 3 December, 6 people from Jersey including the Jersey prison governor and the Jersey Greffier visited the Witness Suite and asked questions about the video link. They were very impressed with the facilities we have and the service we provide for all the Courts, not just criminal. They were on a day visit arranged by Sue du Feu (Programme Director of the Jersey Legal Information Board) for the purpose of visiting the Guernsey prison to look at the usefulness of the prison video link to the Court.

The 6 newly sworn in police probationers visited the Witness Suite on 20 December 2013 to see the facilities and find out about the services we provide.

On 31 December 2013 we ceased using the Victim Support and Witness Service databases and began solely using the DAISy software (Data Analysis & information System) which had been installed on our computers since early 2012. We ran it alongside our own VS and WS databases which were originally used by the UK Scheme but have not been in service for the past 4 years apart from Isle of Man and Guernsey Victim Support. DAISy is used by the Probation Service, Prison and Safeguarders and also by Jersey Victim Support.

In February 2014 we reorganised hours for our paid staff to enable the Manager to reduce her hours to work 4 days per week and our part-time assistant would fill in on the other day from her existing hours. We decided that with the monies saved from the reduction in the Manager's hours we would take on a second, part-time (8 hours per week) assistant. This was due primarily to the fact that the service has become much busier and would also give us more resilience when covering for leave, illness, meetings etc. There will be no significant extra cost to this action and whatever cost there may be will be sought from sponsorship.

In March we interviewed 3 applicants for the post of the 8 hour part time assistant. We had received 26 enquiries about the post and 7 of those applied. Following the interviews, Katie Ozanne was selected for the post and took up duties on 2 April 2014. Katie had been volunteering for the police Witness Care Unit.

We had also advertised our services in the Guernsey Press Charity Awareness Week in February and placed an advertisement to recruit more volunteers. Although it appears that we have enough volunteers in number, many of them have other commitments on certain days or half days and we also have to cover when they take holidays. With the domestic courts (and matrimonial and civil) using our service more often, we were hoping to recruit more volunteers who would be able to spare whole days to support witnesses in those hearings.

The Manager and one of the current volunteers took part in a Guernsey Press interview about volunteering and as a result of this and the advertisement, 4 new volunteers plus our newest member of staff took part in the Victim Support and Witness Service training in April and were accredited in May 2014.

The Association of Guernsey Charities held a Charity Forum “Image is Everything” in February that I attended with the Manager. The Forum was well attended and presentations by Deputy Michelle Le Clerc (Asking for Help), Jurat Stephen Jones (Raising the Standard) and Chris Betley (Do I Look Good) were very interesting and informative.

I attended the UK and Ireland Forum meeting held in London on 6 March, our presence at these forums keeps us updated with developments in UK and Ireland. Delegates who arrived on 5 March were able to visit the Victim Care Unit at Hannibal House and were given an overview by the Manager. The next UK and Ireland Forum is to be held in Dublin on 6 March 2015.

The Manager and I attended the Association of Guernsey Charities AGM in April. We had applied for a donation from the Christmas Lottery fund to cover the cost of the conference we are hosting in June 2014 but were unsuccessful.

On 30 April the Victim and Witness Guide to the Criminal Justice System was launched with invited guests attending the Royal Court atrium where agencies also had display boards giving information about their own services. The Witness Suite was open for anybody attending the launch to have a look around and ask any questions. The Bailiff very kindly gave some of the attendees a tour of the criminal courts. The guide can be viewed at www.gov.gg/vwg

On 20 May a further 6 newly sworn in police probationers visited the Witness Suite with their trainer to learn about the services we provide, they were very impressed with the facilities.

The 4th Victim Support Inter Islands Conference will be held on 11 June 2014 at Les Cotils with the guest speaker being the Baroness Helen Newlove of Warrington, Victims’ Commissioner for England and Wales.

Throughout the year we continue to give short presentations to attendees of the Options Domestic Abuse Awareness training days.

The weekly visits to the court office at the police station continue as does the excellent working relationship with the Judiciary and Court staff, Probation Service, Police, Guernsey Border Agency (GBA), Safeguarder Service, Social Security Department, the Womens Refuge, Action for Children (formerly NCH) and other voluntary and statutory agencies.

We continue to attend the following meetings:-

Fortnightly MARAC meetings as and when necessary

Quarterly Restorative Justice Management Committee

Quarterly Criminal Justice Working Group

Victim Focus Working Group (which the manager chairs and which recommends to the CJWG enhancements as to how victims and witnesses are supported in the criminal justice system)

MAPP (multi agency public protection arrangements) meetings as required

Quarterly Domestic Abuse Strategy Task Group (formed in April 2012)

MARAC Steering Group meetings (formed in March 2012)

Bi-annual Criminal Court Users Group (remit is to work together to ensure the speedy and efficient administration of justice).

The Board of Directors in conjunction with the Management Committee and relevant stake-holders prepared a new Business Plan (**Appendix B**).

The Board has also, as part of its commitment to ensure that Victim Support and Witness Service remains fully aligned to current standards, updated a number of policies recently including:-

Lone Working Policy

Financial Control and Accountability Policy

Financials:

During the last year the funds available to the Scheme have again been used sparingly and all expenditure has remained within the budgeted income. The salaried staff (the manager and her two part time assistants) at their annual appraisals receive annual RPIX increases only, they do not receive annual increments.

An emergency account balance is held which is used for any victims in urgent need of, but unable to afford, such items as home security devices, injunctions and overnight emergency accommodation. This has been used on one occasion to date for the purpose of having security lighting fitted at the home of a victim.

With the £38,000 grant received from the Home Department covering the Manager's salary, the 8hour assistant's salary and annual basic costs of running the service, the 3 years funding donated by Lloyds TSB Foundation of the Channel islands in 2010, 2011 and 2012 was used solely to employ our part time assistant. From November 2012 until November 2015 the post will be funded by G4S but we have been advised that the funding will not be extended after that date. The part time assistants' posts are now crucial to the running of the service and during busy times and annual leave there is a need to extend those hours.

Looking Forward:

The Victim Support Inter Islands Conference will be hosted by and held in Guernsey in June 2014, preparation for which began in June 2013. After the conference the Victim Support chairmen and managers from Isle of Man, Jersey and Scotland will be meeting up with me and our own manager for the Islands' meeting held annually.

At the end of June our newest part time member of staff will attend a 1 day MARAC training course

Once again we are hoping to assist the Home Department in moving forward the Criminal Injuries Compensation Scheme this year.

The Bailiwick of Guernsey Victim Support and Witness Service website at www.gov.gg/victim-support-witness-service is updated to include information leaflets and links to other agencies' websites as well as our annual reports.

We continue to update and amend the information leaflets we provide in order to incorporate Bailiwick information.

Conclusions:

At the worst time of their lives, victims and witnesses will have the very best service provided to them by our staff and volunteers.

A single telephone call to a victim may be all that is needed to give initial support but the victim will be assured that more support is readily available if required at any time.

Witnesses are crucial to the administration of justice and there has been excellent feedback from other agencies and individuals who have used the services we provide.

Police and GBA have found the service particularly useful in that witnesses in criminal courts being supported by the Witness Service are likely to give better evidence than those with whom we have had no contact. Victim Support and the Witness Service is now included on the induction schedule of new GBA Officers and new Police Officers.

We also continue to support parties and witnesses attending the Matrimonial/Domestic Proceedings courts and sometimes for full hearings when there is a vulnerable witness or there has been domestic abuse within the family. We have this year also supported witnesses in civil proceedings.

Witnesses feel more at ease after a pre trial visit to the court as early as possible in the process and feel more secure and relaxed waiting in the witness suite on the day of the trial. They are able to meet the prosecuting officer and read their statements quietly in our waiting room before going into court to give their evidence.

Law Officers, Police Officers and interpreters are able to come in and speak with witnesses in our waiting room – it is neutral ground.

After giving their evidence, witnesses are able to return to the witness suite to talk about their experience which they may have found very upsetting. We ensure witnesses leave the Court building safely and on occasions our volunteers have walked witnesses back to their places of work or their cars.

We are also able to explain verdicts and sentencing, which again can affect victims/witnesses in different ways, especially if they were expecting a different outcome. In this we are able to liaise with the Probation Service who are happy to provide victims with a detailed explanation of Probation/Community sentences should this be requested by the victim/ witness.

The overall service goes from strength to strength and is an integral part of the justice system. It is more highly accessible to both victims and witnesses and the support received from the Bailiff down is exceptional.

The support from the Home Department is much valued and the budget provided is used very wisely to ensure best value for money from the Scheme.

The whole Victim Support and Witness Service team continues to be totally committed to the work it does for the benefit of the people of the Bailiwick. We will strive to continually improve our service into the future.

VICTIM SUPPORT CONTACTS

	2006	2007	2008	2009	2010	2011	2012	2013
LETTER	28	98	85	165	218	141	155	109
PHONECALL	406	323	321	789	814	913	664	667
VISIT NOT SEEN	8	3	5	5	6	3	5	10
VISIT SEEN	74	49	62	86	84	56	44	49
OFFICE VISIT	6	12	19	44	34	33	53	42
NO CONTACT	1	1	2	0	7	6	5	5
OTHER CONTACT	16	14	15	61	43	50	54	146
TOTAL	539	500	509	1150	1206	1202	980	1028

VICTIM SUPPORT REFERRALS with MONTHLY AVERAGES 2006-2013

	2006	2007	2008	2009	2010	2011	2012	2013	TOTALS
Homicide	4	0	0	0	0	0	0		4
Sexual Offence	35	14	26	40	31	33	24	15	218
Robbery	0	1	0	0	1	0	0	2	4
Assault GBH	9	6	10	11	9	2	8	3	58
Assault ABH	62	81	68	143	178	146	131	96	905
Burglary/Theft	25	46	36	120	136	109	98	115	685
Criminal Damage	5	35	29	66	100	115	90	89	529
Fraud	1	5	3	2	9	5	5	10	40
Arson	0	4	1	0	1	2	4	8	20
Other Crime	14	26	13	21	18	22	25	31	170
Non-Crime	3	1	3	3	16	34	41	24	125
Threats	0	0	4	14	4	12	7	3	44
Road death	0	0	0	11	1	0	0	0	12
TOTALS	158	219	193	431	504	480	433	396	2814
<i>Monthly Averages</i>	<i>13</i>	<i>18</i>	<i>16</i>	<i>36</i>	<i>42</i>	<i>40</i>	<i>36</i>	<i>33</i>	
Domestic Abuse	28	49	45	147	120	130	122	82	723
(included in above)									
<i>Monthly Averages</i>	<i>2</i>	<i>4</i>	<i>4</i>	<i>12</i>	<i>10</i>	<i>11</i>	<i>10</i>	<i>7</i>	

APPENDIX A

History:

The Victim Support Scheme in the Bailiwick was initially conceived and set up in 1998 with funding from the Lloyds TSB Foundation for the Channel Islands, providing a 3-year endowment to enable the scheme to establish itself and subsequently seek States funding.

States funding was ultimately received in 2004 and has subsequently been received annually.

The original committee was headed by Niall McCathie as Chairman with Peter Niven as Treasurer. Niall gave up the Chairmanship in 2004 with Peter Niven taking over the role until January 2007. Robin Fuller became Chairman from January 2007 until December 2010 when Brian Richings took over the role.

The Treasurer's role was undertaken by the Manager, Marilyn King, from September 2006 until the current Chairman took over the role in April 2013.

The local Scheme was affiliated to the much bigger UK structure until June 2008 when the National Scheme became a single charity rather than a federation.

In June 2009 the Bailiwick of Guernsey Victim Support and Witness Service won the Queen's Award for Voluntary Services.

In May 2010, the Management Committee made a decision to launch the Scheme as a Company Limited by Guarantee under the Companies (Guernsey) Law, 2008. The Bailiwick of Guernsey Victim Support and Witness Service LBG was registered on 10 December 2010.

The Company is overseen by a Board of Directors and certain functions in respect of the management of the business and affairs of the Company are delegated to the Management Committee.

Initially the Manager's role was undertaken on a volunteer basis; this subsequently became a part time paid role and ultimately full time in view of the increasing commitment to victims of crime in the Bailiwick.

Claire Pearce was the first manager and was with the Scheme at the outset as the volunteer Manager; she resigned from the Scheme at the end of 2005 and was replaced by Marilyn King who took up the position on 20 February 2006.

Until a part time assistant was employed in 2008, two of the longstanding volunteers used to help manage the service while the manager was on leave and will still do so if necessary at any time.

As the Scheme became busier, an assistant was employed on a part time basis. From 2008 the post was initially funded with donations from the following:-

HSBC Securities Services Guernsey Charitable Foundation

Trustees of The Sarnia Memorial Trust

Northern Trust Guernsey Charitable Trust

The Charles Hayward Foundation

The Securities & Investment Institute

Rothschild Charities Committee

The Association of Guernsey Charities (Christmas Lottery 2007)

Lloyds TSB Foundation for the Channel Islands has since provided a further 5 years funding initially November 2008 to November 2010 and latterly from November 2010 until November 2012 for the part time post.

From November 2012 G4S Secure Solutions have provided a 3 year sponsorship until the last payment in November 2014 which will fund the part time assistant post until October 2015.

The Scheme was initially run from the Manager's home, although in 2003 this was transferred to a small office in Lower Vauvert that was paid for by the Scheme. This provided office accommodation and a separate, more comfortable room for victims to speak to volunteers.

With the opening of the new Courts in January 2006, a suite of rooms was made available to the Scheme, designed to provide not only office accommodation and storage but also a waiting room for witnesses and a video link room to be used for vulnerable and intimidated witnesses to avoid the necessity of them physically entering the courtroom in very sensitive cases.

On 16 June 2010 we hosted the first Victim Support Inter Islands Conference at Les Cotils which was attended by approximately 120 guests, including representatives from the Isle of Man Department of Home Affairs and Jersey Law Officers.

Brian Richings

Chairman

August 2014

APPENDIX B

BAILIWICK OF GUERNSEY VICTIM SUPPORT AND WITNESS SERVICE LBG BUSINESS PLAN 2013 - 2016

Foreword

The Bailiwick of Guernsey Victim Support and Witness Service (the Service) is committed to working with other agencies and voluntary organisations in the Criminal Justice System, so that victims of crime and witnesses will have better, more understanding and more informed experiences when they come into contact with the System.

The vision of the Service is to be the Bailiwick's leading provider in the delivery and sourcing of top quality services to Victims and Witnesses.

People affected by crime often don't want to be involved with the Criminal Justice System. They are reluctant participants, forced to be somewhere they don't want to be by something they didn't want to happen. They often find the complexity and stress of engagement with the Criminal Justice System difficult to deal with.

In the experience of the Service, even when the expectations of victims or witnesses are met by the Criminal Justice System, the psychological, physical, financial or social impacts of crime can persist.

It follows that people affected by crime can require informed support for a considerable time, to improve their well-being, recover and move on from a bad experience.

The Service has a clear role in this situation and will continue to listen to victims and witnesses of crime and support them before, during and after they engage with the Criminal Justice System.

The Service wants, and will strive, to provide people affected by crime with the best possible support.

The Service will therefore continue to deliver quality, relevant services to people affected by crime, both in the Community and Court settings and will:-

- ensure that services are continuously developed to meet the individually assessed needs of Victims and witnesses of crime.
- ensure that all services are of a high quality and continuously improve through the development of cost effective systems which define, measure and report on the quality of delivered services.
- ensure more people affected by crime have the opportunity to know about and take up the services.
- develop its ability to establish, through research and the involvement of service users, what works in supporting victims and witnesses.
- ensure partnership working with the Criminal Justice System in the Bailiwick in relation to increasing public confidence and improving victim and witness satisfaction with criminal justice agencies and processes.

Mission

Victim Support and Witness Service (The Service) will provide support, information and practical help to Persons, including families and friends, resident in the Bailiwick of Guernsey, who have suffered as a result of any criminal offences. The Service will also provide help, information and support to potential Court witnesses (both prosecution and defence) of all ages and for those participants attending the Domestic proceedings and Matrimonial Courts and for any other proceedings as requested by the judiciary.

The Impact of Crime

The impact of crime is felt in many different ways but can be categorised as follows:-

Physical	<ul style="list-style-type: none"> - Pain - Bruising - Scarring - Disability
Psychological	<ul style="list-style-type: none"> - Fear - Loss of sleep - Anxiety - Post Traumatic Stress Disorder

Financial	<ul style="list-style-type: none"> - Loss of earnings/ income - Medical costs - Cost of replacing items/ installing security - Forced to move house
Social	<ul style="list-style-type: none"> - Fear of going out alone - Fear of going home - Personal relationships affected - Children's performance at school affected

Core Values and Guiding Principles

The Service

- will ensure that all associated with it, including staff, volunteers and Committee/Company members, remain aware of and, where appropriate, develop core values and principles so that they remain at the core of our business.

The work of Victim Support is based on the following values:

Integrity

Respect

Diversity

Consistency

Collaboration

Responsiveness

Accountability

The Service will put its values into practice through the following principles in that it will be:

Free to service users

Independent

Confidential

Accessible
Non-judgemental

Strategic Objectives

The Service will put Victims and Witnesses first in everything it does and will:-

1. provide a confidential, free of charge service to the client
2. not share information disclosed by people outside of Victim Support without the express consent of the person concerned, except where someone's safety is at risk or where required by law
3. not make public comments about punishment and sentencing of offenders or express political viewpoints when representing Victim Support.

- promote and advance the rights of victims and witnesses
- raise awareness of the impact of crime on people and communities
- be non-judgemental
- be non-directive, encourage victims to make their own decisions, explore choices and develop strategies for managing their experience
- involve people from all sections of the community. The Service recognises the importance of diversity and is firmly committed to encouraging diversity among its staff, volunteers and Committee/Company Members to ensure that its services are equally accessible to all
- uphold the necessary standards for continued professionalism in its work
- remain independent, giving the Service the freedom to say and do whatever it thinks is necessary to benefit victims and witnesses of crime whilst working alongside the criminal justice system agencies
- contribute to the Criminal Justice Strategy which has a strategic commitment to support victims and witnesses of harmful activity at all points of their engagement with the criminal Justice System and to reduce victimisation

Future Working Together

The Service will continue to work with associated agencies/organisations including:-

Home Department
Law Enforcement
Judiciary and Court staff

Law Officers
Probation Service
Advocates
Safeguarders
Social Workers
Child and Youth Community Tribunal
Other Statutory and Voluntary Organisations
The Service will also:-

- continue to work closely and further develop strong working relationships with its principle funders (Home Department & G4S Securities) and its range of supporters/partners.
- build on our partnership with Law Enforcement so that more victims can benefit from the services provided.
- work to represent the voice and interests of victims and witnesses within the Criminal Justice System

What the Service will do

The Service will focus on the following outcomes so that:-

- people affected by crime feel supported and assisted by Victim Support and can access other appropriate services
- Victim Support's services assist victims and witnesses to participate in the criminal justice process
- criminal justice and social policy development addresses the needs of people affected by crime
- staff and volunteers have the skills, competencies and resources to support people affected by crime and to deliver services cost effectively

The Service will also:-

- produce an annual report
- develop the Information Databases and other online communication strategies and continually review and update its website and other information outlets including public leaflets.
- train to accredited standards additional volunteers as and when required and support continued personal development for existing volunteers.

- promote awareness of its services and make good use of professional expertise to assist in this campaign.
- improve its financial sustainability so as to increase its resilience to ensure short term business continuity and create a 3 year financial plan
- encourage feedback from clients in order to continually improve the service provided
- develop and introduce, in conjunction with the Home Department a Criminal Injuries Compensation Scheme
- ensure quality and consistency of service through the use of measuring mechanisms