



Bailiwick of Guernsey Victim Support and Witness Service

Annual Report 1 June 2014 – 31 May 2015

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 14 volunteers (3 male and 11 female). 2 of the male volunteers are Witness Service only volunteers with the remaining 12 (1 male and 11 females) supporting both victims and witnesses.

Two female volunteers left us in 2014, one through ill health and the other to University.

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 June 2014 to May 2015:

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.

The support we provide to the domestic and matrimonial courts has increased, particularly for those clients who are not represented by an advocate or those with reading difficulties. Some of the volunteers involved in these cases have also been asked to meet with clients prior to a hearing in order to read through the court file and ensure the client has an understanding of the content. Many of these cases run for multiple days.

We held a pre conference dinner at St Pierre Park Hotel on 10 June 2014 for our conference guest speakers, colleagues from off island, sponsors, our volunteers and Management Committee. It was a good opportunity to get to know our guests and talk about what is happening in their areas of work in an informal atmosphere.

On 11 June 2014 we hosted the 4th Inter Islands Victim Support Conference at Les Cotils when our guest speaker was Baroness Helen Newlove, the Victims' Commissioner for England and Wales. Other speakers were Patrick Rice (Head of Law Enforcement), Mark de Garis (Chief Officer of Home Department), Andrea Nightingale (Drug and Alcohol Strategy Co-Ordinator) and Niall McClure, Channel Islands Managing Director of G4S. The Bailiff opened the conference and the Chief Minister closed it and we estimate that 105 invited guests attended.

The Baroness had met the Bailiff the day before and he had shown her the Criminal Courts and explained our procedures, including the role of the Jurats. She was very impressed and hopes to return to the Island to learn more about the way our Criminal Justice System operates.

The dinner and conference was funded using the £5,000 from G4S donated at the beginning of their 3year sponsorship of Victim Support & Witness Service and also a donation from BDO that covered the cost of the refreshments during the conference.

The annual Victim Support & Witness Service Islands' meeting (chairmen and managers from Guernsey, Jersey and Isle of Man) was held after the conference where topics such as funding, access to training and policies, UK and Ireland Forum Annual Meetings, Victim Support Europe and the Criminal Injuries Compensation Schemes were discussed.

On 18 June 2014 our part time assistant attended a Domestic Abuse Awareness Training

Day and at the end of June 2014, a MARAC refresher course dealing with risk identification, referral criteria, information sharing, the MARAC process and action planning.

In September our part time assistant attended the Charity Forum, "Focus on Funding" which was organised by the Association of Guernsey Charities and open to members of the Association only. It also marked the 30th anniversary of the Association with a short, informal reception held prior to the start of the Forum.

On 25 September, she attended the one day training on the "Rough Guide to Restorative Justice Approaches" (RJ) covering an introduction to the basic ideas that make RJ approaches work, restorative skills and using restorative approaches in daily life.

I attended the Lloyds Bank Foundation Seminar "Can Governance Kill a Charity" on 11 November on behalf of Victim Support & Witness Service.

In November, one of our newer volunteers attended the domestic abuse awareness training day.

Also in November 2014 we gave a presentation to the Guernsey Community Foundation to secure funding for our 2 part time assistants for one year ensuring 28 hours cover each week and cover for holidays and sickness.

The 6 newly sworn in police probationers visited the Witness Suite on 19 December 2014 to see the facilities and find out about the services we provide and the new intake on 21 May 2015 had the same visit built into their training.

In January 2015 the Manager attended a Police Witness Care Unit evening meeting to discuss the wording and use of the initial assessment forms that the WCU volunteers complete when initially speaking to a potential witness.

The Manager attended a 2 day workshop on "Relationships at Work" led by Margaret Thorsborne, an Australian expert in development of healthy relationships in workplaces and implementation of restorative approaches to problem-solving in public sector organisations. The workshop was organised by the Restorative Justice Development Officer and there were 15 attendees from various agencies, both statutory and non-statutory. It was very interesting and informative.

I attended the UK & Ireland Forum in Dublin on 6 March. On 5 March there was a visit to the Criminal Courts of Justice including the witness suite. It is a brand new building, part public and part private funding, with everything a Court building should have. The Witness Suite has its own entrance and lift.

At the meeting on the 6 March there were representatives from Ireland, England & Wales, Scotland, N Ireland, Isle of Man, Jersey & Guernsey. Mark Castle and Catherine Dugmore, the new Chief Executive and Chair of UK & Wales VS attended, they seem to be much more accommodating towards the islands.

I reported on the number of staff we have, volunteers and the cost to run our service – public/private funded. Also the introduction of CICS still being awaited, the inter-islands conference held here in June 2014 with the Victims Commissioner as guest speaker and the introduction of Victim Surcharge for court awarded compensation being considered.

Ireland proposed that Jersey, Guernsey & IoM should be formally included in the Forum as 'full' members, this was unanimously approved. The Islands will be grouped as one for purposes of hosting so that when it is the Islands turn (every 5 years) one of the Islands will be selected so that each Island will only host once every fifteen years in theory. Our Manager is now included as a formal member and will attend future meetings with the Chair. There is no charge for our becoming members as this is a forum for exchanging ideas etc and is helpful to hear what smaller organisations are doing.

The 2020/25 Vision was debated and a number of work streams agreed including securing future funding, maintaining high quality services, adapting to the digital age, adapting to cyber crime, developing partnerships (avoiding duplication in the third sector), developing needs assessments, developing youth services and restorative/community remedies with quick access to interventions. The Forum will first concentrate on Digital Age. The next meeting will be on 3/4 March 2016 in Scotland and as I have given my apologies the Manager will attend together with one of our directors.

The Manager, together with representatives of other agencies, was asked by Home Department to put forward any amendments/changes to the 2015 Crime and Justice Survey.

The Guernsey Financial Services Commission Conduct Unit contacted the Manager in late March to advise that a leaflet entitled “Stop the Scam” was being produced by themselves in conjunction with the 4 High Street Banks and the Police, to be funded by the banks and delivered to every residential address within the Bailiwick. Victim Support contact details had been printed on the back of the leaflet and the GFSC wanted to check this was acceptable whilst the leaflet was still in draft form. Our manager emailed a copy of the Victim Support Fraud leaflet to GFSC for information which they thought was good and were pleased that the different organisations were working together to get the message out to the public.

I attended the Association of Guernsey Charities AGM on April 2015 where the guest speaker was Martyn Lewis, OBE (Chairman of the National Council for Voluntary Organisations and former newsreader). He gave a very entertaining but serious talk and spoke about the sensationalism of news by the media rather than the story itself and that there is a lot of work that charities can do to help his campaign for better news coverage of the positivity of a story.

Also in April the Manager was invited to attend the Maison St Pierre Stakeholders meeting after the Trustees and Management Committee of Maison St Pierre had carried out a full review of their operations, unfortunately the Manager was unable to attend but later completed a questionnaire about the service and its future.

I attended the 5th anniversary celebration of the Guernsey Community Foundation on 21 April in the Grand Hall of the Court building, it was an excellent opportunity for networking.

In line with the updating of our policies and procedures we have this year developed a Complaints Procedure for the service

Our Business Plan for the period 2015 – 2018 has also been updated (**attached as Appendix B**)

Throughout the year we continue to give short presentations to attendees of the Safer 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 (multi agency risk assessment conference) meetings as and when necessary

Quarterly Restorative Justice Management Committee

Bi-annual 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)

MAPPA (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).

DAISY (data information system) User Group meetings (every 4 months)

A revised Service Level Agreement is in the process of being developed in conjunction with the Home Department and with assistance and advice from the Association of Guernsey Charities.

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 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 16 hours per week part time assistant. From November 2012 until November 2015 the post is being funded by G4S but 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.

The 2 part time assistants' posts of 16hrs and 12hrs plus holiday and sickness cover now have one year additional funding from the Guernsey Community Foundation (GCF) who were very impressed with the presentation the Manager and I gave in November 2014 and the work of the service. We regularly update the GCF and will likely approach them again towards the end of the year with a request for further funding for 2016.

We set up a reserve fund in April 2013 which means that at any time we will have up to 12months reserve funding in a business continuity account.

Looking Forward:

We continue to hope we will be able to assist the Home Department in moving forward the Criminal Injuries Compensation Scheme, although we understand this is not a work stream for 2015 in the Home Department's business plan for 2015 - 2018

We will be attending the annual Islands' meeting for Chairmen and Managers being held in Jersey on 2 July 2015.

The Guernsey Community Foundation are once again holding some free training workshops in 2015, "Charity Communications" (3 x 2hr sessions) delivered by Orchard PR and "Learning and Managing Volunteers" (1 x 2hr session) delivered by the Learning Company.

The manager will be attending the October sessions of Charity Communications consisting of Communicating through the Media, Presentation Skills and Effective Use of Social & Digital Media. Our part time assistant Katie will be attending the June session of Learning & Managing Volunteers which the manager and her assistant Sandra attended in 2013.

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. The most recent of these being the Fraud leaflet which the police Financial Investigation Unit gives to fraud victims.

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. Victims' interests are as important as preventing crime.

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.

In one of her Judgments, Judge McMillen thanked the Witness Service and its volunteers for being so helpful to the Court and witnesses as well as managing the practical arrangements needed in some cases, stating that the assistance of the service was exemplary.

The service has 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 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.

Brian Richings, Chairman
June 2015

**VICTIM SUPPORT REFERRALS with MONTHLY
AVERAGES 2010-2016**

	2010	2011	2012	2013	2014	2015	2016	TOTALS
Homicide	0	0	0		0	0	0	0
Sexual Offence	31	33	24	15	27			130
Robbery	1	0	0	2	0	0	0	3
Assault GBH	9	2	8	3	14			36
Assault ABH	178	146	131	96	93			644
Burglary/Theft	136	109	98	115	95			553
Criminal Damage	100	115	90	89	51			445
Fraud	9	5	5	10	9			38
Arson	1	2	4	8	1			16
Other Crime	18	22	25	31	5			101
Non-Crime	16	34	41	24	26			141
Threats	4	12	7	3	17			43
Road death	1	0	0	0	0	0	0	1
TOTALS	504	480	433	396	338	0	0	2151
<i>Monthly Averages</i>	42	40	36	33	28			
Domestic Abuse	120	130	122	82	49			503
<i>(included in above)</i>								
<i>Monthly Averages</i>	10	11	10	7	4			

WITNESS SERVICE REFERRALS 2006 TO 2016 BY MONTH

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
JAN	3	11	14	20	31	20	32	50	53	49	
FEB	3	21	6	23	11	46	31	17	48	30	
MAR	0	14	15	43	19	39	43	28	39	47	
APR	1	13	16	38	33	18	42	27	44	41	
MAY	8	6	21	6	31	34	54	38	27	52	
JUNE	3	9	11	43	12	24	43	44	54	78	
JULY	10	26	20	16	15	14	54	25	38	47	
AUG	9	6	17	14	20	26	14	18	34		
SEPT	6	0	12	15	35	44	58	23	58		
OCT	6	18	25	24	20	36	43	43	33		
NOV	8	10	25	11	42	48	22	51	54		
DEC	18	8	11	30	18	43	32	52	29		
TOTALS	75	142	193	283	287	392	468	416	511	344	0
Pre Trial Visits	56	98	33	63	74	114	88	55	88	62	
Video Link from 12.3.08			6	20	11	11	6	13	44	39	
Screen use from 25.9.12							3	1	3	5	

VICTIM SUPPORT AND WITNESS SERVICE CONTACTS BY MONTH FOR YEAR 2014

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
Victim Support Contacts													
Telephone Calls	61	38	42	45	61	87	56	59	49	46	45	27	616
Letters	8	8	5	3	9	7	10	8	10	5	3	3	79
Office Visits	7	3	4	4	1	1	3	1	1	6	1		32
Other Visits	1	1	2	1	3	1	5	1	1	2	5		23
Emails	11	6	4	3	2	5	10	2	5	1	4	2	55
Texts	6	0	9	7	10	3	3	2	0	1	7		48
Contact with Other Agency	3	3	1	14	8	14	0	9	8	7	14	4	85
Miscellaneous/Admin	4	3	2	1	2	6	6	6	5	2	4	8	49
Visits not seen													0
TOTAL VS CONTACTS	101	62	69	78	96	124	93	88	79	70	83	44	987
Witness Service Contacts													
Telephone Calls	22	20	28	12	14	20	7	15	26	24	28	10	226
Letters	0	0					0		0	0	2		2
Office Visits	4	0	4	2			0		0	0	2	2	14
Other Visits	3	0					0		0	0			3
Emails	18	20	3	9	2	7	8	8	6	9	1	1	92
Texts	0	0					0		0	1			1
Contact with Other Agency	0	3	8	4		4	1	2	9	5	12	7	55
Miscellaneous/Admin	1	2	9		2	4	4	3	9	10	9	9	62
Visits not seen													0
TOTAL WS CONTACTS	48	45	52	27	18	35	20	28	50	49	54	29	455

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.

Appendix B



Bailiwick of Guernsey Victim Support and Witness Service

**BAILIWICK OF GUERNSEY
VICTIM SUPPORT AND WITNESS SERVICE LBG
BUSINESS PLAN 2015 - 2018**



June 2015

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 the victims of crime and witnesses will have better, more understanding and more informed experiences when they come into contact with the System.

The Service’s mission is to 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 offence. 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 Service is committed to achieving its strategic Vision:

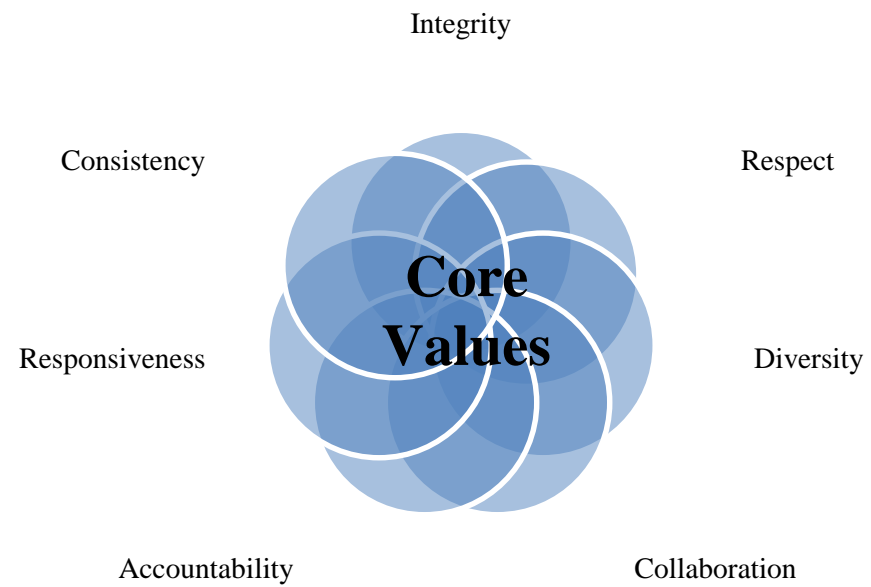
“To be the Bailiwick's leading provider in the delivery and sourcing of top quality services to Victims and Witnesses”

and this documents sets out the Service’s intended activities for the period 2015-2018 to support this Vision.

Central to the Service’s operation are the four fundamental principles of:

- Being non-judgemental
- Confidentiality
- Independence
- Accessibility and free for all

The Service places great importance on its core values and guiding principles to ensure its staff, volunteers and Committee/Company members uphold the high standards which are necessary to delivery its services in a professional and appropriate way.



The Impact of Crime

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

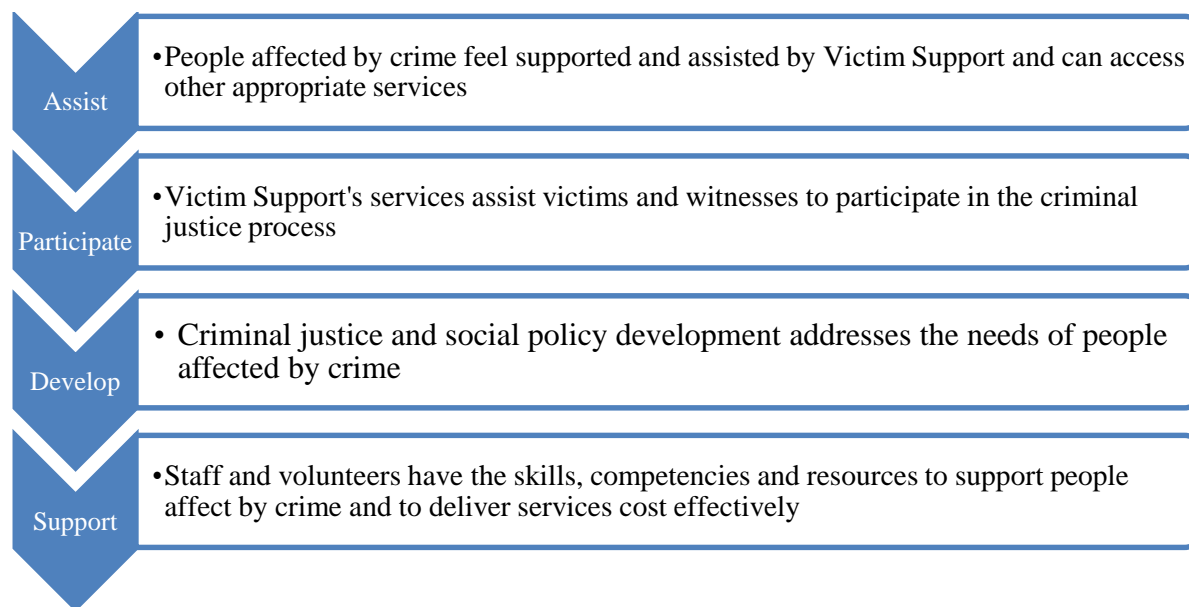
Physical	Psychological	Financial	Social
<ul style="list-style-type: none"> •Pain •Bruising •Scarring •Disability 	<ul style="list-style-type: none"> •Fear •Loss of sleep •Anxiety •Post Traumatic Stress Disorder 	<ul style="list-style-type: none"> •Loss of earnings/ income •Medical costs •Cost of replacing items/ installing security •Forced to move house 	<ul style="list-style-type: none"> •Fear of going out alone •Fear of going home •Personal relationships affected •Children's performance at school affected

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 their 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 strives, to provide people affected by crime with the best possible support.

The Service's desired outcomes are:-



Strategic Objectives

2015- 2018	
Objective	Achieved by
Placing Victims and Witnesses First	<p>Providing a confidential, free of charge service to the client, ensuring information is only disclosed with the prior express consent of the person concerned except where someone's safety is at risk or where required by law</p> <p>Promoting and advancing the rights of victims and witnesses and raising awareness of the impact of crime on people and communities</p>

	<p>Being non-judgmental and non-directive, encouraging victims to make their own decisions, exploring choices and developing strategies for managing their experience</p> <p>Retaining professional independence, demonstrated by not making public comments about punishment and sentencing of offenders or expressing political viewpoints</p>
Working Together in Partnership	<p>Working to represent the voice and interests of victims and witnesses within the Criminal Justice System whilst retaining independence giving the Service the freedom to say and do whatever it thinks is necessary to benefit victims and witnesses of crime</p> <p>Working closely with key partners across the Criminal Justice arena and beyond to increase public confidence and improve victim and witness satisfaction with criminal justice agencies and processes. Working partners include the Home Department (and other current sponsors), Law Enforcement, Judiciary and Court staff, Law Officers, Probation Service, Advocates, Safeguarders, Social Workers, Child and Youth Community Tribunal, Guernsey Community Foundation, Association of Guernsey Charities, and other statutory and voluntary organisations</p> <p>Contributing 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</p>
Good Governance	<p>Producing an annual report</p> <p>Developing the Information Databases and other online communication strategies and continually review and update of website and other information outlets including public leaflets.</p>

	<p>Training to accredited standards additional volunteers as and when required and support continued personal development for existing volunteers.</p> <p>Improving financial sustainability so as to increase resilience ensuring short term business continuity</p> <p>Encouraging feedback from clients in order to assist in the continuous development of Services to meet the individually assessed needs of clients</p> <p>Ensuring quality and consistency of service through the use of measuring mechanisms which define, measure and report on the quality of delivered services</p> <p>Involving people from all sections of the community, recognising the importance of diversity among its staff, volunteers and Committee/Company Members to best represent the community</p> <p>Upholding the necessary standards for continued professionalism in its work</p>
Service Development	<p>Developing and introducing, in conjunction with the Home Department a Criminal Injuries Compensation Scheme</p> <p>Promoting awareness of its services and making good use of professional expertise to assist in this campaign, ensuring more people affected by crime have the opportunity to take up the services</p> <p>Building upon partnership with Law Enforcement so that more victims may benefit from the Services provided</p> <p>Developing the Services' ability to establish, through research and involvement of service users, what works in supporting victims and witnesses</p>