

Strategic Action Plan: 2008-09

Key Area	Action
1: Access to information	<p>To publish a victim and witness handbook which will provide a summary step by step guide to the criminal justice system.</p> <p>To develop localised directories of services to ensure consistency of onward referral to further support services.</p>
2: Keeping victims and witnesses informed	<p>To determine an appropriate way forward in developing an information and support facility for victims and witnesses of crime.</p>
3: Quality service	<p>To develop an overarching victims' code of practice to establish standards for all criminal justice agencies interacting with victims and witnesses of crime.</p> <p>To develop best practice to facilitate practitioners in:</p> <ul style="list-style-type: none"> (i) the use of special measures and interviewing and supporting victims and witnesses of crime pre-trial; and (ii) the provision of therapy to victims and witnesses of crime pre-trial.
4: Supporting victims	<p>To evaluate the Northern Ireland Court Service Case Progression Officer pilot initiative introduced to ensure effective case management pre-trial</p> <p>To evaluate the Young Witness Service magistrates' and youth court pilot project.</p> <p>To evaluate the effectiveness of special measures provisions introduced to assist vulnerable or intimidated witnesses to give their best evidence.</p> <p>To develop proposals for a Northern Ireland Victims Fund based on court fine surcharge, which will be used to support victim related services.</p> <p>To introduce a pilot study in the Londonderry court area to examine the use of remote link for vulnerable or intimidated victims and witnesses.</p> <p>To develop an information guide to assist bereaved families and friends in murder and manslaughter cases.</p>
5: Listening to victims and witnesses.	<p>To introduce a cross-cutting victim and witness satisfaction survey.</p> <p>To capture victim and witness experience by mapping their journey through the criminal justice system.</p>