



VICTIM SUPPORT & WITNESS SERVICE ANNUAL REPORT 2014

Victim support Jersey is an independent charity for people affected by crime. We offer a free and confidential service, regardless of whether or not a crime has been reported.

MANAGEMENT COMMITTEE

Derek Gray	Chairman
Brian Heath	Vice-Chairman
Pauline Beddoe	Volunteers' Representative
Sally Le Brocq	Member
Helen Miles	Police Representative
Gill Hutchinson	Home Affairs Representative
Beverly Baron	Secretary
Tony Staples	Treasurer
Barbara Machon	Acting Manager

Volunteers 17

Patron The Bailiff of Jersey, Mr William Bailhache

CHAIRMAN'S REPORT

Derek Gray

An uneventful year for the Committee but a busy one for the service and our band of volunteers. How Victim Support and the Witness Service will look in the future remains unclear, but 2015 could see this resolved. We still remain grateful to our temporary manager, Barbara Machon, manager's assistant Rui Soares and, of course, all our volunteers for all their dedication and hard work.

MANAGER'S REPORT

Interim – Barbara Machon

I was asked to continue as Interim manager for the time being, which I was more than happy to do, working for such a worthwhile organisation and with such a good team. 2014 has seen a number of developments and presented us with certain challenges, but essentially Victim Support continues to provide the important service it always has done, supporting victims and others affected by crime and providing a Witness Service.

Overall referrals have increased by 13% with some variations in the different areas which are covered in more detail below. One of these is the increase in fraud related cyber-crime, an unfortunately growing trend. The service itself became an internet victim when our website was hacked. This necessitated a complete re-build of the site and although this came as an unforeseen expense, it gave us the opportunity to update our online information at www.victimsupportjersey.co.uk.

We signed up to the MARAC protocol launched in January 2014, which provides multi agency support for those experiencing domestic abuse. Victims who are considered high risk receive support from the relevant agencies, however we receive a not insignificant number of referrals ourselves as well as offering support to male victims of domestic violence.

Through our work with the families of child victims of abuse, we identified a gap in specific support services for young children and have been instrumental in commencing talks with the Children's Service who have now agreed to improve this provision. Another area that we wish to pursue is that of establishing a Compensation Fund for victims so that the money they are owed can be paid up front. Currently if an offender cannot pay a Compensation Order in full the funds are collected by the Viscounts and paid in instalments to the victim, so re-victimising them on each occasion; a fund would both solve this issue and be much fairer.

We recruited five new volunteers during 2014 who received training from accredited trainer Oonagh Cullen of Victim Support Northern Ireland (VSNI). Oonagh did a great job for us and she also provided two days of sexual assault training to our existing volunteers, which was very beneficial to the team. This also reinforced our established links with VSNI, who we recommended to the Independent Jersey Care Inquiry which started in July 2014. In order to maintain the Inquiry's independence, it was agreed that VSNI would be the initial point of contact for any witnesses requiring support, with VS Jersey providing secondary support as required. The Inquiry has now entered its second phase.

Victim Support

VS provides emotional support, practical help and information to victims, their families and others affected by crime. We received a total of 238 VS referrals in 2014, slightly down by 5% on the previous year's figure of 252. The majority of these referrals (77%) came from the police, the remainder being either self-referrals or from other agencies including UK branches of VS. Within the different crime categories domestic violence referrals remain elevated, with an increase in male referrals. Referrals for assaults have decreased as have those for theft, but we have seen an increase in break and entry referrals and also for fraud.

Victim Support Referrals	2012	2013	2014
Arson	1	0	0
Attempted murder	0	1	0
Burglary/Break & Entry	17	3	11
Common assault	32	42	29
Domestic Abuse (male)	3	23	31
Domestic Abuse (female)	10	26	26
Fraud	4	5	18
Grave & Criminal Assault	29	32	20
Harassment	15	5	5
Historical Sexual Abuse/Assault	7	13	6
Homicide	1	0	3
Malicious Damage	9	14	13
Motoring related (new category 2014)	n/a	n/a	9
Other	21	25	26
Other Sexual Assault/offences	8	11	7
Rape	7	7	5
Robbery	1	6	3
Theft	34	39	27
Total no. of referrals	199	252	239

An example of the practical nature of the work our volunteers do as well as the emotional support they provide was illustrated in the case of an older lady whose car had been vandalised. The volunteer contacted the insurance company on the lady's behalf and also took the car to the garage for repair. Whilst the offence appeared to be minor its impact was significant to the victim, who would have found it difficult to manage without our assistance.

Witness Service

We continue to work in partnership with the Witness Care Unit at Police Head Quarters in providing a Witness Service to victims and witnesses. Referrals were up by 33% compared to 2013, with a total of 49 individuals receiving volunteer support. This may involve accompanying the witness to either the Magistrate's or Royal Court for a familiarisation pre-trial visit. Depending on the nature of the case, the witness

may also require support before, as well as during, the trial and after they have given their evidence, which can be a very daunting experience. Support this year has also been given in cases involving child victims where evidence is given by video-link. In such cases the volunteer will spend time building a relationship with the child beforehand. Support is also available in the Civil Courts when considered appropriate.

WS is available for both prosecution and defence witnesses, however the latter is possibly not widely known and is an area we wish to promote.

Victim Notification

2014 has seen an increase in the volume of work undertaken by ourselves in this area as a result of changes at the Prison. This has meant more than a doubling of referrals, 76 compared to 35 during 2013. The scheme is run in conjunction with the Witness Care Unit and was set up to ensure that no victim, who has opted in to the scheme, encounters their perpetrator in the community whilst they believe they are still in prison. The victim is advised of the month when the perpetrator is due for release, which may be either for temporary leave in the community or actual release. Any concerns they may have in relation to their safety are fed back to the Prison Panel considering the offender's application, as well as the Multi Agency Public Protection Arrangements forum who seek to manage any risks posed by the perpetrator. On-going support from a volunteer is available to any victim should they require this.

Total Referrals – overall referrals have increased by 13% compared to 2013:

All referrals	2013	2014
Victim Support	252	238
Witness Service	33	49
Victim Notification	35	76
Total no. of referrals	320	363

Much of the work is done over the telephone, directly and on behalf of victims, however 156 face to face meetings with victims were also held, 53 of which were pre-trial visits or support given at trials.

Volunteers and staff

As previously mentioned a new group of volunteers were trained and joined the team during 2014 and a very warm welcome is extended to them all. We currently have 17 volunteers without whom we could not function. We would like to express our sincere gratitude to each of them for their continued commitment to Victim Support.

I would also like to thank my colleague, Rui Soares, and the Management Committee for all their help and assistance during 2014.

VICTIM SERVICES REVIEW*Brian Heath*

The review into Victim Services was completed by Mr N. Collier Webb and a summary of the conclusions with recommendations for a way forward produced for the Criminal Justice Strategy Board.

To date the Criminal Justice Strategy Board has not met to consider the report and so it would be inappropriate to disclose its contents at the present time.

TREASURER'S REPORT 2014*Tony Staples*

The results for 2014 reflect a consolidation of the financial position with further reductions to the cost base. The deficit was substantially reduced to £1,827 from the 2013 figure of £7,812.

Income for the year amounted to £35,935 compared with £38,070 as a result of a reduction in donations. Donations have come from a number of different sources and we would like to take this opportunity to thank those who have contributed for their valuable support.

Expenditure for the year was £37,762 compared with £45,882 for 2013 resulting mainly from additional reductions to staff costs.

DONATIONS

Victim Support was very grateful to receive donations from the following:

Alex Picot Group
Anonymous donation
Dan Williams – local digital specialist
Elizabeth Violet Annie Rouse Settlement
RBS – Customer Service Centre
The Parish of St Brelade
The Parish of St Clement
The Parish of St Helier
The Parish of St Lawrence
The Parish of St Saviour

Victim Support Jersey - Accounts

Income and Expenditure Account for the year ended 31 December 2014

Income	2014	2013
Grants received	30,000	30,000
Donations	5,900	7,875
Fundraising	0	145
Sundry Income	0	10
Bank Interest	<u>35</u>	<u>40</u>
	35,935	38,070
Expenditure		
Victim Support review	-1,500	0
Wages & Social Security	-30,695	-38,817
Other staff costs	-289	-1,929
Car parking	-124	-1,473
Telephone	-83	-391
Postage	-62	-86
Stationery & Printing	-602	-483
Insurance	-193	-194
Conference costs	-531	-712
Training Costs	-2,392	0
Advertising	0	-147
Purchase of equipment	0	-167
Software & System Support	-965	-1,200
Sundry Expenses	<u>-326</u>	<u>-283</u>
	- 37,762	- 45,882
DEFICIT FOR THE YEAR	<u>-1,827</u>	<u>-7,812</u>
BALANCE SHEET AS AT 31 DECEMBER 2014		
CURRENT ASSETS	2014	2013
Debtors	0	0
Cash at Bank	<u>59,668</u>	<u>62,923</u>
	59,668	62,923
CURRENT LIABILITIES		
Creditors	<u>533</u>	<u>1,961</u>
	59,135	60,962
INCOME AND EXPENDITURE ACCOUNT		
Balance brought forward	60,962	68,774
Deficit for the year	<u>-1,827</u>	<u>-7,812</u>
Balance carried forward	59,135	60,692