

Strategic Action Plan: 2007 - 08

Key Area	Action
1: Access to information	To launch a witness interactive website and develop a victim and witness handbook, which will provide a step by step guide to the criminal justice system.
2: Case progression	To develop final agreed proposals for the establishment of an information and support facility for victims and witnesses of crime (for piloting during 2008/09).
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.</p> <p>To establish a Key Performance Indicator (KPI), with linkage to Public Service Agreement Targets (PSAs), to promote corporate accountability for overall satisfaction of the services delivered to victims and witnesses across the criminal justice system.</p>
4: Supporting victims	<p>To extend the Witness Service to all magistrates' courts, youth and county courts across Northern Ireland and pilot the Young Witness Service in 2 designated court areas.</p> <p>To establish standards for the use of interpreters across the criminal justice system.</p> <p>To develop a statutory victim information scheme to provide information and support to victims of mentally disordered offenders.</p>
5: Listening to victims and witnesses.	To create a cross-cutting victim and witness satisfaction survey.