

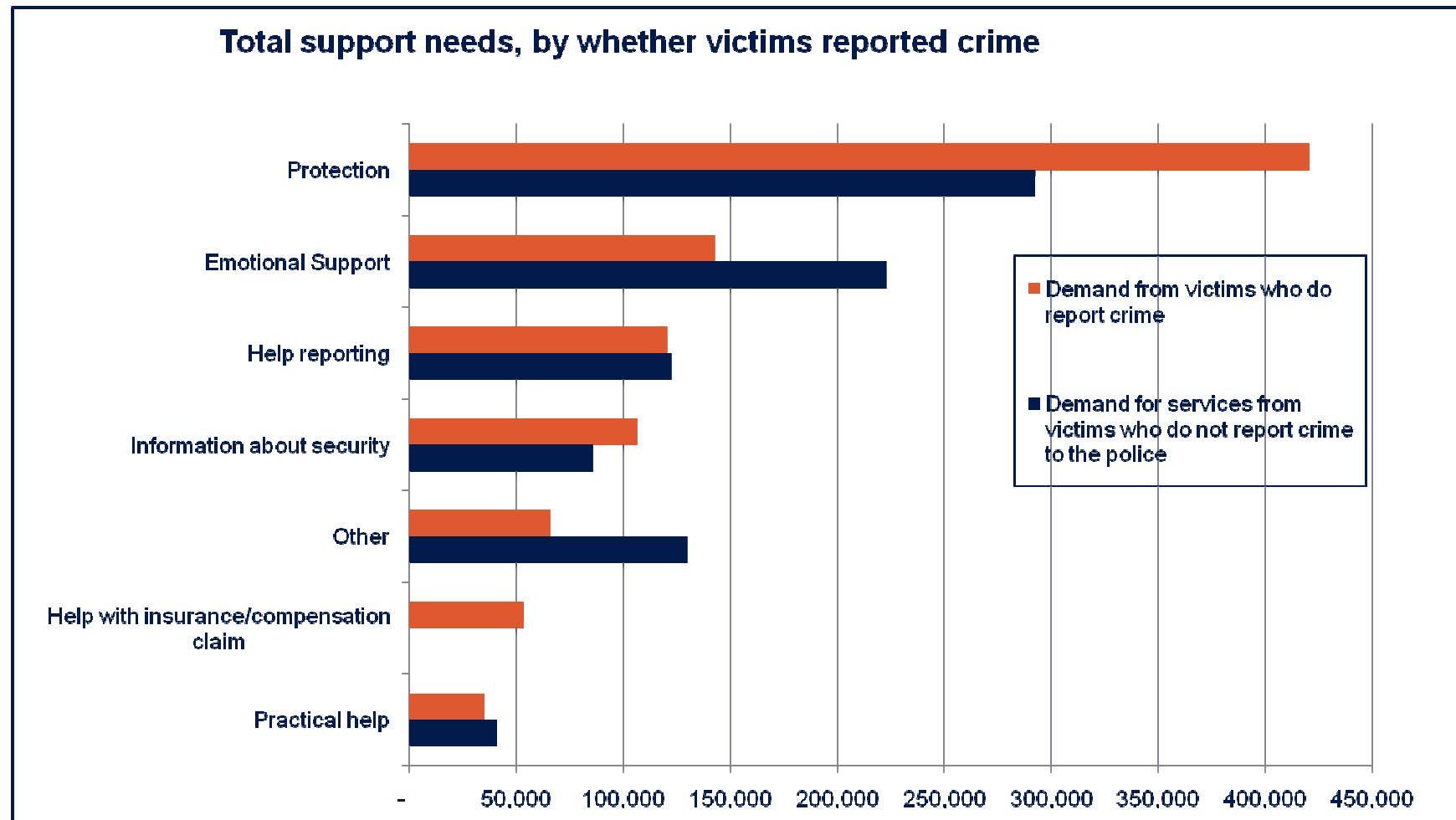


## Speech to NSA's 7th Annual Victim & Witnesses conference

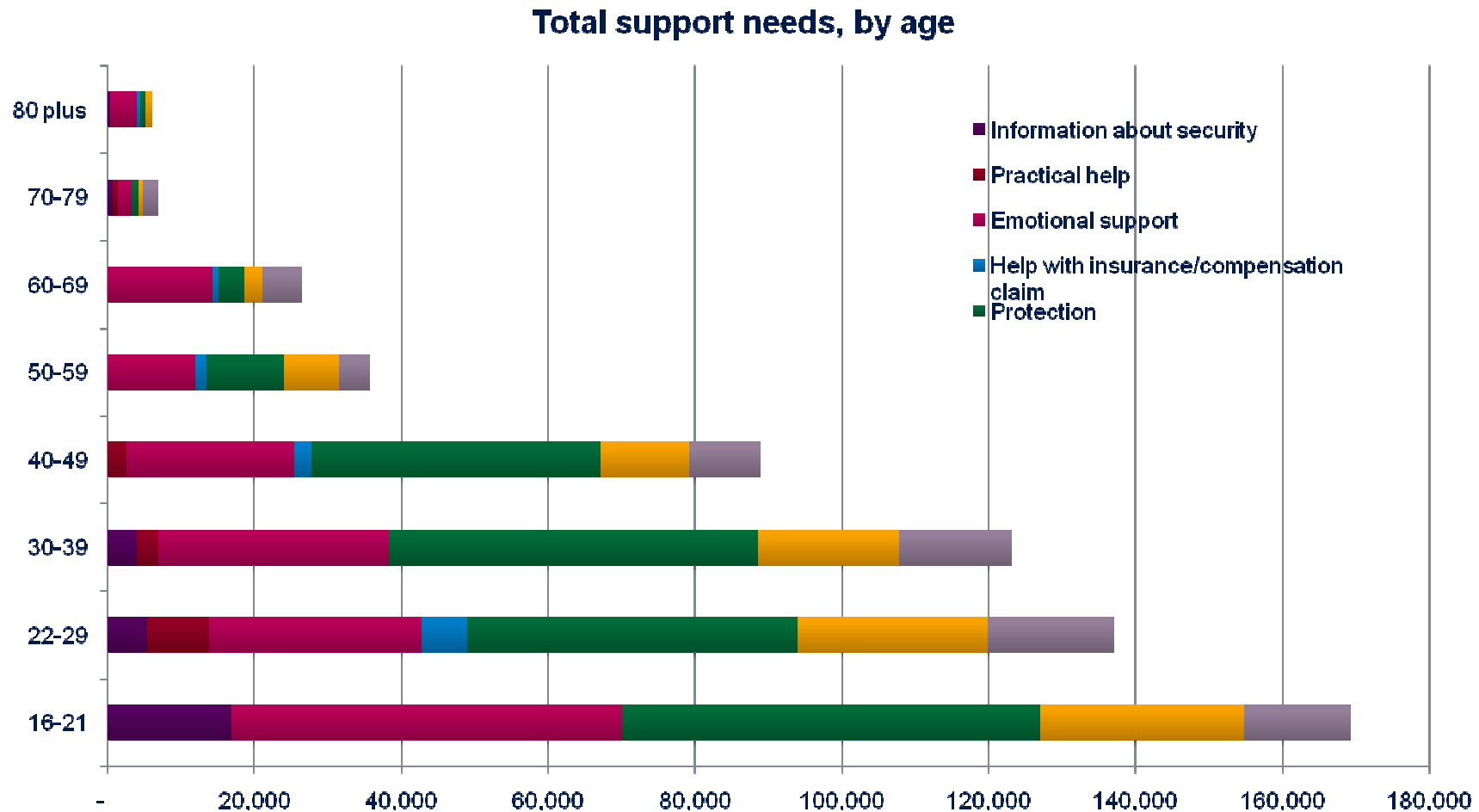
Javed Khan, Chief Executive, Victim Support

October 22, 2010

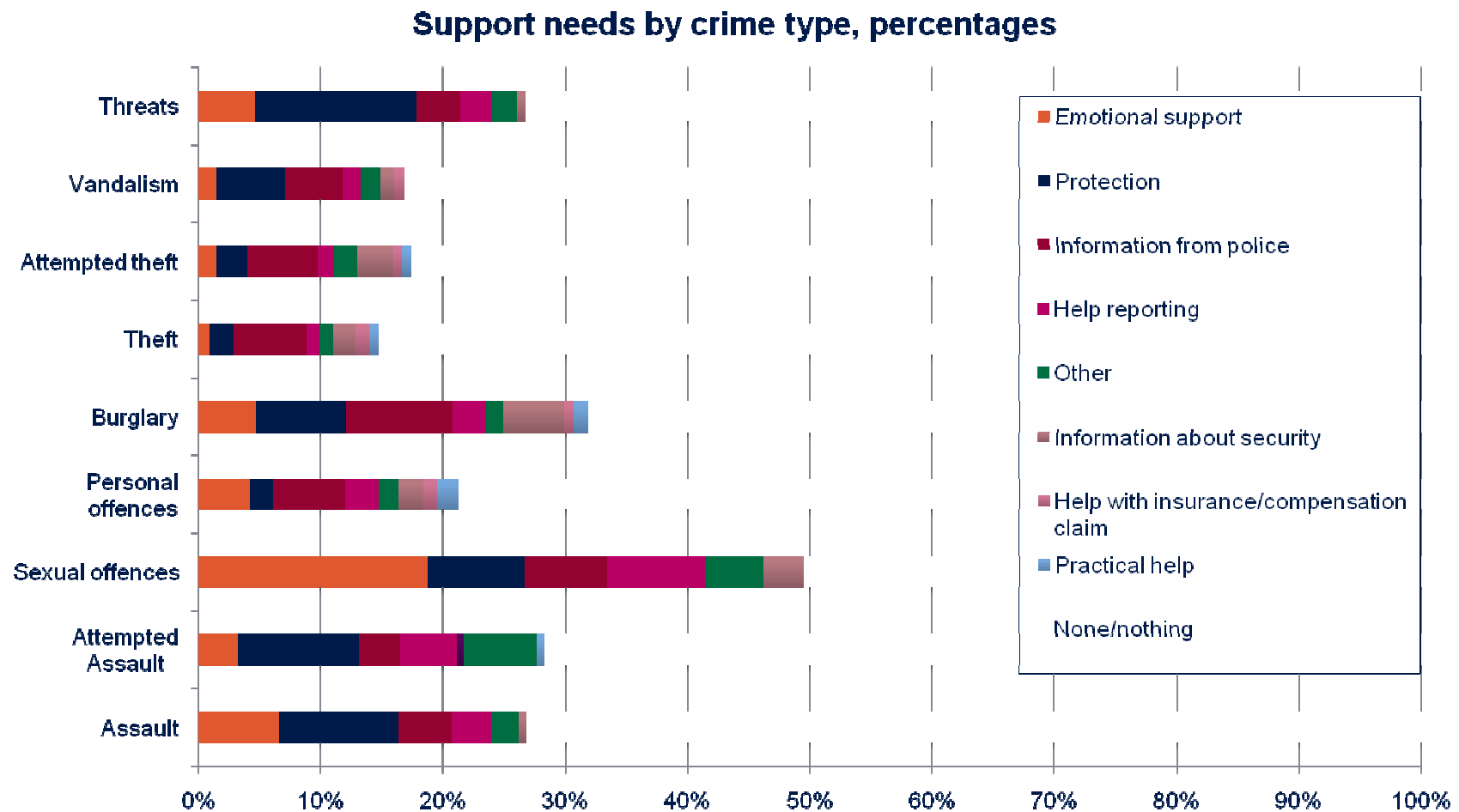
## Demand for support services is high from both victims who do and do not report their crime



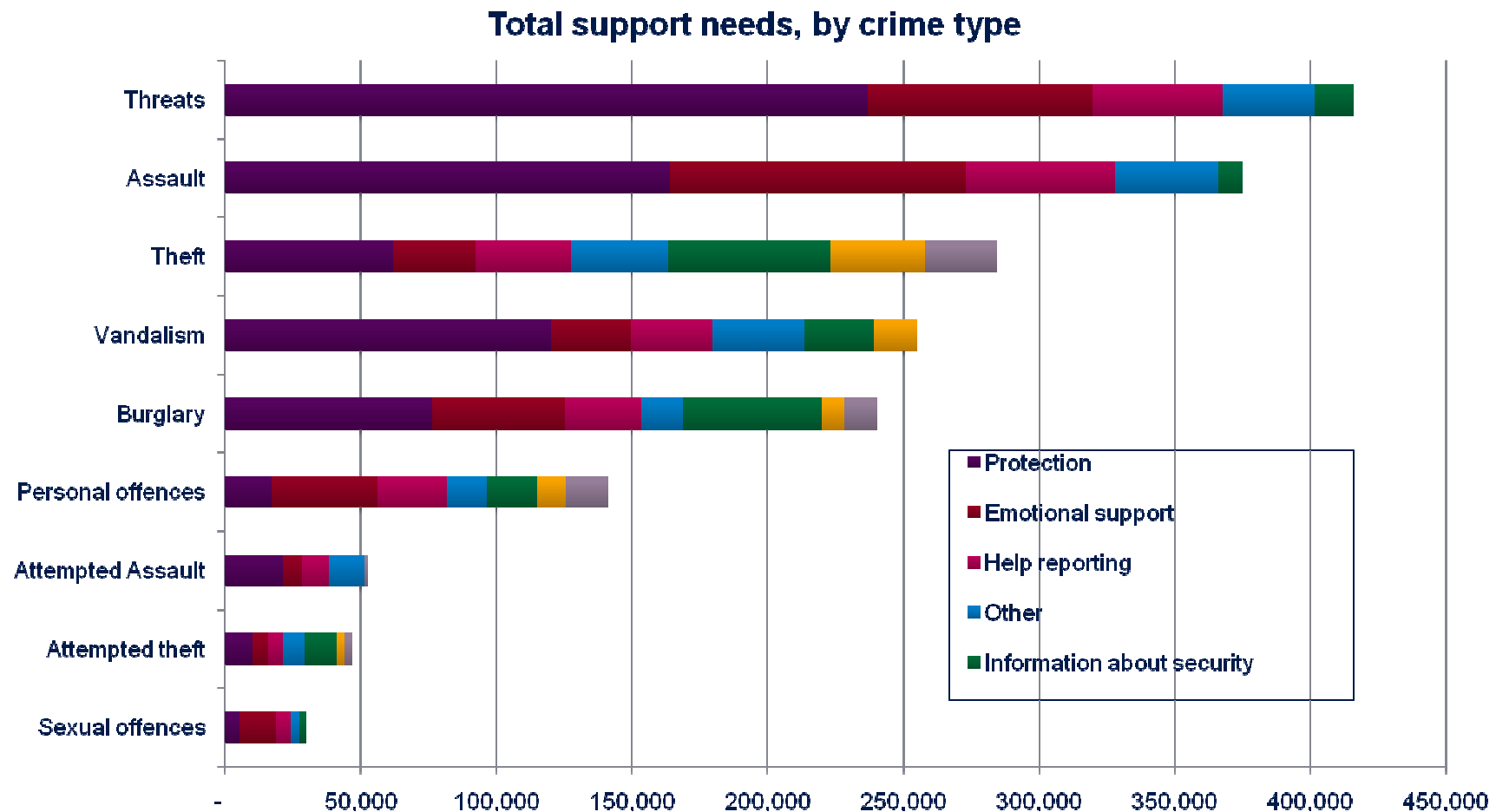
Because most victims are young, demand for services is greatest from younger people



## The chance of having support needs is only loosely associated with crime type: crime type is a poor predictor of needs



## Total support needs are broadly spread across crime types: crime type is a very poor indicator of total need



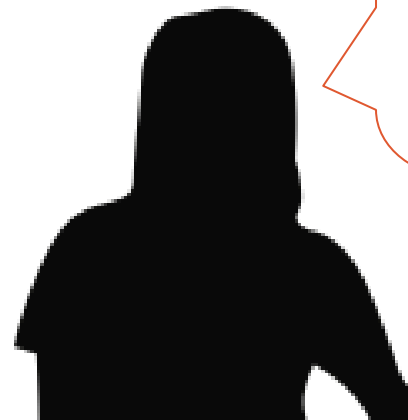
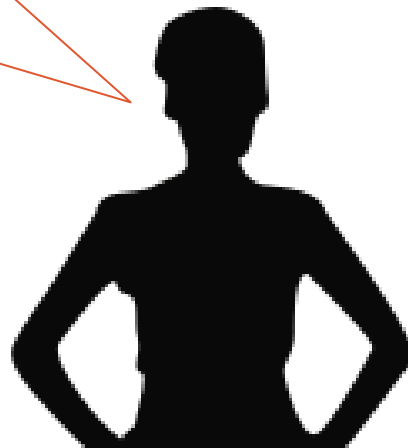
## There are very mixed experiences of information and progress on cases

I am a victim of assault and I found the police very helpful. They kept me updated on everything that was going on and informed me when he was arrested, released and made me feel very safe by sending me out a personal alarm which I carry everywhere.

Overall I found my initial complaint to the police very well, helpful and comforting, but their lack of communication after extremely disheartening.

I believe the Police need to address their communication skills. When they arrive they are very re-assuring but following this you have to chase for information. I have no idea what the outcome was from my assault. I only ask for a courtesy call, even if this is to say there is no update.

I got very confused with who was going to contact me and why and who I needed to contact. It needs to be made clearer, the whole process, maybe even a leaflet supplied, which talks you through the process and what elements are what.



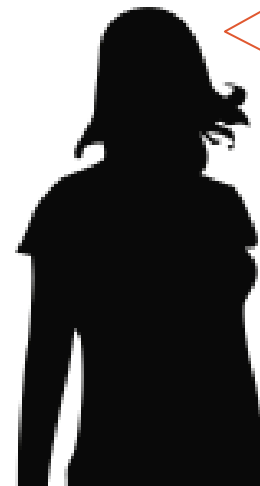
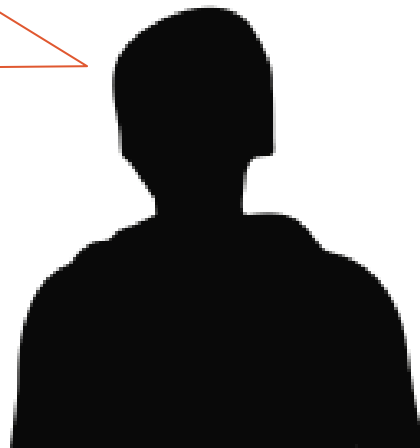
## Reporting the crime is positive for most victims, but later experiences tend to be less satisfactory...

The upshot of my experience is that I will never step in to prevent a crime again occurring again... the process for communicating with witnesses plain and simply wasted everyone's time and there was a complete lack of joined up thinking between the various agencies involved

I felt unprepared for the ferocity of the cross examination, being called a liar and having my integrity questioned

I spent the whole day giving evidence against the defendant, to then find he had parked next door to me so he knew my car registration and could probably find out where I lived. That scared me

My case was scheduled as a floating case, so it could have been at any time during the week, or not at all. It was very difficult to organise the appropriate child care required



# A once in a generation opportunity

## Guaranteed help when victims need it

- Treat victims with respect and empathy
- Put victims in touch with local support services
- Set clear expectations of support service quality
- Fund services to meet communities' needs

## The right to know what is happening in your case

- Provide regular updates on progress (or lack of it)
- Explain and give victims an chance to object when charges are dropped or downgraded

## A fair deal for witnesses

- Provide separate waiting areas, facilities and entrances for prosecution witnesses
- Stop trials being moved at the last minute and give witnesses decent notice when this does happen
- Offer special measures, support and pre-trial visits to every witness

## The right to an explanation, apology and payback

- Offer every victim a restorative justice conference or other way to get an explanation, apology or payback from an offender
- Consult victims and witnesses on community payback options
- Provide up-front financial compensation when an offender cannot pay immediately

## Punishment that stops crime happening again

- Make sure sentences reform offenders and stop them committing more crime
- Allow prisoners to do real work in prison, pay tax and donate to victims' and witnesses' services
- Give victims (and the public) the right to challenge very lenient sentences
- Make sentences easy to understand