

Analytical Services Group

**Victim and Witness
Experience of the
Northern Ireland Criminal
Justice System:
2008/09 – 2016/17**

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1. Summary: Six Year View

The key findings for the Northern Ireland Victim and Witness Survey (NIVAWS) across the full six sweeps of the survey from 2008/09 to 2016/17 can be summarised as follows:-

Giving a Statement

- Across all sweeps of the survey, the proportion of respondents who reported being satisfied with the way they had been treated while giving their statement to the police has been consistently in excess of 90%.

Information Regarding Case Progression

- Compared with 2011/12, there has been a significant increase in the proportion of respondents who reported that they had been kept informed by a CJS source on how their case was progressing (up from 70% in 2011/12 to 79% in 2016/17).
- The proportion of respondents who reported that they had been kept informed by the police increased significantly between 2011/12 (49%) and 2016/17 (56%).
- Approximately two thirds of respondents (66%) to the 2016/17 survey were satisfied with how often they had been kept informed about the progress of their case and just over three quarters (77%) were satisfied with the information received. These figures have not changed substantively in recent years.

Dropped Cases and Formal Police Cautions/Warnings

- Compared with 2011/12, there has been no substantive change in 2016/17 in the proportion of respondents involved in cases where the charges had been dropped or a formal police caution or warning given, who reported that they had been contacted by the police or PPS and given an explanation of the reason for this outcome (57% in 2011/12 and 54% in 2016/17).

Pre-Trial Concerns about Attending Court

- Across all six years of the survey, the most frequently identified concerns related to coming into contact with the defendant and his/her supporters (mentioned by 48% of respondents in 2016/17), intimidating behaviour of the defendant or his/her supporters (46% in 2016/17), being cross-examined (33% in 2016/17), and not knowing enough about the court process and environment (28% in 2016/17).

Pre-Trial Court Familiarisation Visit

- There has been a consistent year on year increase in the proportion of respondents who reported having been offered the opportunity of a pre-trial court familiarisation visit; this increased significantly between 2011/12 (48%) and 2016/17 (59%).

Information Received in Lead up to the Trial

- Compared with 2011/12, there were significant increases in 2016/17 in the proportion of respondents who reported having received enough information on where to go on arrival at court (up from 66% to 81%), who to contact on arrival at court (up from 63% to 73%) and what would happen in court (up from 55% to 65%).

Original statement to the Police

- The proportion of respondents who reported having received a copy of their original statement to the police or having seen a video of their recorded statement was much lower in 2016/17 (i.e. 79%) than in any of the previous years (all 86% or higher).

Satisfaction with How Dealt with in Lead up to the Trial

- The proportion of respondents who reported being satisfied with the information received prior to the trial date to prepare them for going to court has been consistently high across all sweeps of the survey, peaking at 89% in 2016/17.

- Similarly, the proportion of respondents who reported being satisfied with how they had been dealt with prior to attending court has been consistently high across all six sweeps of the survey (all over 80% since 2009/10).

Attendance at Court

- Compared with 2011/12, there was no statistical difference in 2016/17 in the proportion of respondents who reported having to attend court on just the one day (62% in 2011/12; 68% in 2016/17).

Waiting Time at Court

- There has been a consistent year on year increase in the proportion of respondents who reported that they had been put in a separate waiting room from the witnesses from the 'other side'. The 84% of respondents to the 2016/17 survey who reported that this had been their experience represented a significant increase on the 74% of respondents who reported such experience in 2011/12.
- Respondents who ultimately gave evidence in court were asked how often, if at all, they had been kept informed of what was going on while waiting to give evidence. Across all sweeps of the survey, over half of respondents reported having been kept informed at least once an hour (with figures ranging from 53% in 2008/09 to 68% in 2016/17).

The Court Experience

- Across all years of the survey, there have been high proportions of respondents reporting that they understood what was happening in court while they were there. The proportions peaked at 94% and 93% in 2013/14 and 2016/17 respectively.
- The proportion of respondents who reported being generally satisfied with the consideration shown to them before giving evidence at court has been consistently high, at over 70% across all sweeps of the survey. The proportion satisfied in 2016/17 (93%) was significantly higher than the proportion satisfied five years earlier in 2011/12 (73%).
- In the 2016/17 survey, all respondents who had met the PPS lawyer before entering the courtroom felt that he/she had been courteous towards them. The equivalent figures for all other years were also high, at over 90%.
- By contrast, much lower proportions of respondents who had been cross examined felt that the barrister for the other side had been courteous towards them (all 50% or under).
- Across all years of the survey, the vast majority of respondents who ultimately gave evidence reported that the magistrate or judge had been courteous towards them (all 84% or higher and peaking at 93% in 2016/17).
- Respondents who reported having given evidence were asked whether they had been dealt with fairly or unfairly whilst giving evidence. The 91% of respondents to the 2016/17 survey who reported that they had been dealt with fairly represented a significant increase on the 80% of respondents to the 2011/12 survey who expressed this view.

Feelings of Safety Experience

- Across all sweeps of the survey, the vast majority of respondents who attended court reported that they had felt safe before going into the court room (all in range 74% to 80%).
- Of respondents who ultimately gave evidence in court, the vast majority reported feeling safe while in the courtroom (in range 82% to 92% across all years of the survey; 91% in 2016/17).
- Approximately one quarter of respondents to each sweep of the survey reported that they or their family had felt intimidated at some point in the criminal justice process; the proportion who expressed this view has remained unchanged at 24% for each of the last three sweeps of the survey.

Voluntary Support Services

- Across all sweeps of the survey, fewer than two fifths of respondents reported having had contact with Victim Support at some stage in the process. Thirty nine percent of respondents to the 2016/17 survey reported having had contact with Victim Support; this represents a significant increase on the 30% of respondents who reported having had such contact in 2011/12.
- When respondents who had experienced contact with Victim Support were asked to rate their level of satisfaction with such contact, the vast majority of respondents across each sweep of the survey (almost nine out of ten) reported that they had been satisfied with the contact.
- Compared with earlier sweeps of the survey, there was a significant increase in 2016/17 in the proportion of respondents who reported having received support from either Victim Support's Witness Service or the NSPCC's Young Witness Service (58% in 2016/17 compared with a high of 45% for any other year).
- Of respondents to each survey who reported having received such support, the vast majority reported being satisfied with the support received; the proportion satisfied ranged from 94% in 2011/12 to 99% in the 2016/17.

Likelihood of Future Engagement with the Criminal Justice System (CJS)

- Survey respondents who ultimately gave evidence in court were asked how likely they would be to take part in a criminal trial again, if asked to be a witness. The 62% of respondents to the 2016/17 survey who suggested that they would agree to take part again was not substantively different from the 53% who suggested that they would in 2011/12.
- The proportion of victims who suggested that, were they to become the victim of a similar crime again, they would report it to the police, peaked at 85% in 2016/17. Responses to this question have not varied to any great extent across the various sweeps of the survey.

Overall Satisfaction with the Criminal Justice System

- Having answered a series of questions regarding their specific experiences with various aspects of the criminal justice system, survey respondents were then asked to rate their satisfaction on four more global type indicators.
- Compared with 2011/12, there were no statistically significant changes in 2016/17 in the proportion of respondents overall who expressed satisfaction on any of the four indicators. The findings were as follows:-
 - (i) the information received about the CJS process (69% satisfied in 2011/12; 72% satisfied in 2016/17)
 - (ii) how well kept informed of the progress of their case (61% in 2011/12; 64% in 2016/17;
 - (iii) how well treated by staff in the criminal justice system (83% in both 2011/12 and 2016/17), and
 - (iv) contact with the CJS (70% in 2011/12; 72% in 2016/17).
- Analysis of the responses of victims, however, showed that, compared to 2011/12, there was a significant increase in 2016/17 in the proportion of victims satisfied with how well they had been kept informed of the progress of their case (Indicator (ii) above).

2. Background

A five-year strategy, *'Making a difference to victims and witnesses of crime; Improving access to justice, services and support'*, was published in June 2013. This strategy succeeded the previous *'Bridging the Gap'* strategy for victims and witnesses of crime and is the first strategy for this group since the devolution of justice powers to the Northern Ireland Assembly in 2010.

The aim of the strategy is to provide better quality services which respond to the needs of victims and witnesses and to secure a more positive experience for those who have contact with the criminal justice system.

The strategy incorporates a series of commitments under five broad themes, one of which addresses the need to gather information and conduct research into the experiences of victims and witnesses. A key commitment incorporated within this theme is to continue to carry out the Northern Ireland Victim and Witness Survey (NIVAWS). NIVAWS was initially launched in 2008/09 in order to monitor progress against the various actions in the previous 'Bridging the Gap' strategy.

3. Methodology

Survey questionnaire

NIVAWS is an interview-based survey and is conducted using Computer Assisted Telephone Interviewing (CATI). The survey questionnaire is extensive in scope, covering the victim and witness experience of the entire criminal justice process, from the point of initial contact with the system right through to the point of sentencing and beyond.

The questionnaire design is such that respondents are initially required to relate their specific experiences with various aspects of the criminal justice process (e.g. while making a statement, waiting for the trial, giving evidence at court, claiming criminal injury compensation etc.). Having done this, they are subsequently asked a series of questions where they are required to rate their level of satisfaction with their overall experience. The findings from the survey provide a benchmark against which to monitor progress in the area of service delivery to victims and witnesses.

Survey frequency

To date there have been six administrations of NIVAWS. The survey was administered annually between 2008/09 and 2011/12; additional follow-up sweeps were undertaken in 2013/14 and 2016/17. The 2016/17 sweep represents the final sweep of the survey in its current format.

For all sweeps of the survey to date, the fieldwork (i.e. initial preparatory work, the actual interviewing and the collation of the resultant database) has been commissioned to an external contractor.

Survey sample

Victim and witness details for NIVAWS are sourced from Public Prosecution Service (PPS) records. For the first two years of the survey (2008/09 and 2009/10), this data was extracted directly from PPS maintained data systems; for the latter years (2010/11 onwards), the data was sourced by PPS from the Causeway system – the integrated criminal justice recording system for Northern Ireland.

Prior to the sample selection, a staged data validation exercise was undertaken by the commissioned contractor to remove (i) those 'leads' (i.e. victims and witnesses) ineligible to participate in the survey (see footnote and Appendix I)¹, (ii) any duplicate entries in respect of individual 'leads' (to avoid any particular individuals being selected for participation more than once) and (iii) any non-contactables (i.e. those 'leads' for whom there were inadequate or invalid address details). Technical information regarding the validation exercise is provided in Appendix I.

¹ Exclusions from the survey included expert witnesses (e.g. police officers or other criminal justice officials), those involved in cases where the offender was another family member or a member of the same household, those involved in cases where there had been a fatality and those associated with cases involving certain types of offence (see further details in Appendix I).

2016/17 Survey

For the 2016/17 survey, there were 13,077 usable 'leads' remaining in the database following the data validation exercise.

All eligible leads were sent advance notification of the survey in the form of an opt-out letter. In addition to explaining the purpose of the survey, this letter gave potential respondents the opportunity to update their telephone contact details or, if they so wished, the opportunity to opt out of the survey. Five percent of all those contacted chose to opt out at this point.

The telephone interviews, which were carried out by trained interviewers, were conducted between 6th February 2017 and 7th March 2017. In conducting the fieldwork, every effort was made by the contractor to maximise response rates by implementing a calling strategy whereby a minimum of 8 calls were made in an attempt to get a definite call outcome and calling patterns were structured so that attempts were made at different times of the day and on different days of the week.

4. Survey Findings

The specific focus of this statistical bulletin is to provide a summary of the 2016/17 findings and, in particular, to identify any significant changes in the findings compared with those recorded five years previously in the 2011/12 survey. An extract of the particular survey questions that are the subject of analysis in this bulletin is provided in Appendix II.

In order to give some context to the comparisons made between the findings in each year, some background summary information relating to each survey is provided in Table 1.

Each year the survey has targeted criminal cases which closed during the previous January to June period. The interviews for each year were scheduled to take place as soon as possible after completion of the data validation exercise. Table 1 below shows the timings of the interviews for each sweep of the survey: in the 2016/17 survey, the interviewing spanned the February to March 2017 period.

Table 1 Summary information for 2008/09 - 2013/14 surveys

	2008/09	2009/10	2010/11	2011/12	2013/14	2016/17
Criminal cases closed during period:-	Jan-Jun 2008	Jan-Jun 2009	Jan-Jun 2010	Jan-Jun 2011	Jan-Jun 2013	Jan- Jun 2016
Interviews conducted during:-	Nov-Dec 2008	Jan-Feb 2010	Jan 2011	Nov-Dec 2011	Nov-Jan 2013/14	Feb-Mar 2017
Number of interviews conducted	1,124	1,125	1,158	1,078	975	843
Number of victims interviewed	696	618	562	548	540	494
Number of witnesses interviewed	428	507	596	530	435	349

While the findings for all six sweeps of the survey have been included in the various tables presented throughout this report, the main emphasis in terms of the commentary are the 2016/17 findings and, in particular, an analysis of how these compare with results from the 2011/12 survey.

The survey findings are detailed in two distinct sections:-

Section 1 provides an analysis of the findings at overall level. In addition to presenting the survey findings in tabular format, a brief written synopsis of the key points is also provided.

While the main focus of Section 2 is the comparisons disaggregated at victim and at witness level, the overall findings are also included here for completeness. The presentation of findings in this section is restricted to tabular format.

In this latter section, any significant changes between the **2011/12** and the **2016/17** findings, including at overall level, are highlighted through colour coding (green equates with improved performance, red equates with poorer performance and amber equates with change of an ambivalent nature).

Section 1:

Survey Findings at Overall Level

Survey Findings at Overall Level

This section provides a series of tables and associated commentary detailing the survey findings at overall level.

Questions relating to 'level of satisfaction'

In the case of questions relating to 'level of satisfaction' with various aspects of the Criminal Justice System (CJS), the '% satisfied' figures throughout this report relate to the proportion of respondents who selected either the 'completely satisfied', 'very satisfied' or 'fairly satisfied' response options. Similarly, the '% dissatisfied' figures relate to the proportion of respondents who selected either the 'completely dissatisfied', 'very dissatisfied' or 'fairly dissatisfied' response options. The term 'neutral', as presented in the tables, relates to the proportion of respondents selecting the 'neither satisfied nor dissatisfied' response option.

Additional explanatory notes

Any additional explanatory notes relating to specific tables are included as footnotes on the relevant pages.

Giving a Statement

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q12a	Were you satisfied or dissatisfied with the way you were treated when giving your statement?	<i>Satisfied</i>	93	95	94	94	91	96
		<i>Neutral</i>	1	1	1	1	1	1
		<i>Dissatisfied</i>	6	4	5	5	7	3
		<i>Don't know</i>	<1	<1	1	<1	1	<1
	<i>All who gave statement to the police</i>	<i>Base (n)</i>	1,085	1,069	1,103	1,027	918	789
Q13a	After your initial statement to the police, how long was it before you heard anything else officially about the progress of your case?	<i>Within a week</i>	14	14	14	12	15	17
		<i>Week-1 month</i>	19	18	19	19	22	20
		<i>1-2 months</i>	9	11	12	10	12	13
		<i>2-3 months</i>	10	9	8	10	9	11
		<i>3-6 months</i>	13	11	14	13	10	8
		<i>6 months-year</i>	10	10	8	12	9	7
		<i>Over a year</i>	3	3	4	7	5	5
		<i>Didn't hear anything</i>	17	17	15	13	10	12
	<i>Don't know</i>	5	7	6	5	8	8	
<i>All who gave statement to the police</i>	<i>Base (n)</i>	1,085	1,069	1,103	1,027	918	789	

Information Regarding Case Progression

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q14a	Who in the CJS kept you informed about how your case was progressing (i.e. whether a suspect had been identified, what any charges were, what the next developments would be)? (Respondents could select more than one response option for this question) <i>All</i>	<i>VWCU²</i>	-	-	-	-	-	3
		<i>PPS</i>	21	21	22	25	19	19
		<i>Police</i>	46	43	45	49	55	56
		<i>Other CJS source</i>	3	5	5	5	6	12
		<i>% citing CJS source</i>	63	63	66	70	73	79
		<i>Not kept informed</i>	33	32	30	24	21	15
		<i>Don't know</i>	2	5	4	5	5	4
	<i>All</i>	<i>Base (n)</i>	1,124	1,125	1,158	1,078	975	843
Q16a	Were you satisfied or dissatisfied with how often you were kept informed about the progress of your case? ³ <i>All</i>	<i>Satisfied</i>	-	58	60	62	65	66
		<i>Neutral</i>	-	5	6	5	4	5
		<i>Dissatisfied</i>	-	36	31	31	28	26
		<i>Don't know</i>	-	1	3	2	3	2
	<i>All</i>	<i>Base (n)</i>	-	1,125	1,158	1,078	975	843
Q16c	Overall, were you satisfied or dissatisfied with the information you received about the progress of your case? <i>All who had been kept informed by CJS source</i>	<i>Satisfied</i>	-	76	81	80	81	77
		<i>Neutral</i>	-	3	3	2	2	3
		<i>Dissatisfied</i>	-	20	16	17	16	19
		<i>Don't know</i>	-	1	1	<1	1	1
	<i>All who had been kept informed by CJS source</i>	<i>Base (n)</i>	-	690	749	750	713	666
Q7b	Were you given the name and contact details of the Officer in Charge of your case? ⁴ <i>All</i>	<i>Yes</i>	58	56	76	80	80	80
		<i>No</i>	37	38	19	15	16	14
		<i>Don't know</i>	5	6	5	5	4	6
	<i>All</i>	<i>Base (n)</i>	1,124	1,125	1,158	1,078	975	843

² The VWCU was established in May 2014, comparative data for previous years is therefore not available

³ Question 16 (a) and (c) was restructured in the 2009/10 survey; comparative data for 2008/09 is not therefore available.

⁴ An alternative form of wording for this question was adopted in 2008/09 and 2009/10 i.e. 'Were you given the name or telephone number of someone you could ask about the progress of your case?'

Giving a Statement

- The proportion of respondents who reported being satisfied with the way they had been treated while giving their statement to the police has been consistently high across all sweeps of the survey (over 90% for each year, 96% in 2016/17).
- The timescales within which respondents reported having received official follow-up after giving their statement to the police showed a broadly similar profile across all sweeps of the survey.
- In the 2016/17 survey, 37% of respondents reported having received official follow-up within one month of making their initial statement, 24% reported receiving such follow-up within 1-3 months, 20% reported that it had been over three months before they received any update and a further 20% either reported that they hadn't received official follow-up (12%) or that they didn't know or could not remember whether they had received official follow-up (8%).

Information Regarding Case Progression

(i.e. whether a suspect had been identified, what the charges were, what the next developments would be etc.)

- Compared with 2011/12, there has been a significant increase in the proportion of respondents who reported that they had been kept informed by a CJS source on how their case was progressing (increased from 70% in 2011/12 to 79% in 2016/17).
- Conversely, over this same period, there has been a significant fall in the proportion of respondents who reported that they had not been kept informed about how their case was progressing (from 24% in 2011/12 to 15% in 2016/17).
- The proportion of respondents who reported that they had been kept informed by the police increased significantly over this same comparative period (49% in 2011/12 compared with 56% in 2016/17).

Respondent satisfaction with how they had been kept informed

- The questions included in the initial 2008/09 survey regarding satisfaction with information on case progression and satisfaction with the information received differed from those asked in subsequent sweeps of the survey. Comparative data is not therefore available for 2008/09.
- There was little difference between the proportion of respondents who expressed satisfaction in relation to the frequency with which they had been kept informed about the progress of their case (62% in 2011/12; 66% in 2016/17).
- Similarly, there was little difference between the proportion of respondents who were satisfied with the information received about the progress of their case over the same period (80% in 2011/12; 77% in 2016/17).
- A new question introduced to the survey from 2010/11 onwards asked respondents whether or not they had been given the name and contact details of the officer in charge of their case. The proportion of respondents who reported that they had been given such details has remained unchanged at 80% over the last three sweeps of the survey.

Case Outcome

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q35	What best describes what happened in your case? <i>All except where Diversionary Youth Conference held</i>	<i>Went to court*</i>	48	45	52	53	51	48
		<i>Charges dropped</i>	18	17	15	18	17	18
		<i>Caution/Warning</i>	11	11	9	7	10	12
		<i>Youth Conference**</i>	5	6	5	5	3	1
		<i>Don't know</i>	19	22	20	18	19	20
	<i>Base (n)</i>	1,124	1,125	1,158	1,078	975	843	

* Excludes court ordered youth conferences ** Includes court ordered youth conferences

Youth Conference

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q21	Was the offender in your case referred for a Youth Conference (i) before going to court or (ii) as part of a court instruction? <i>All where offender referred for Youth Conference</i>	<i>Before court</i>	33	26	34	20	27	38
		<i>As court instruction</i>	49	48	47	61	45	45
		<i>Don't know</i>	18	26	19	19	29	17
		<i>Base (n)</i>	57	65	53	54	49	29
Q34a	Were you satisfied or dissatisfied with the outcome of the Youth Conference?*	<i>Satisfied</i>	80 (20)	51 (18)	74 (25)	61 (23)	77 (24)	47 (9)
		<i>Neutral</i>	-	6 (2)	6 (2)	-	-	-
		<i>Dissatisfied</i>	20 (5)	29 (10)	18 (6)	34 (13)	23 (7)	42 (8)
		<i>Don't know</i>	-	14 (5)	3 (1)	5 (2)	-	11 (2)
		<i>Base (n)</i>	25	35	34	38	31	19

* Due to the small number of respondents answering this question, the actual number of respondents specifying the individual response options is provided in brackets

Dropped Cases and Formal Police Cautions/Warnings

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q37	Were you contacted by the Police or PPS and given an explanation of the reasons why charges were dropped and a trial would not be held? <i>All where case dropped or formal caution/warning issued</i>	<i>Yes</i>	48	46	50	57	53	54
		<i>No</i>	50	50	48	42	46	43
		<i>Don't know</i>	2	4	2	2	1	4
		<i>Base (n)</i>	325	315	269	267	266	253
Q39a	Were you satisfied or dissatisfied with the outcome of your case (i.e. case dropped or caution)? <i>All where case dropped or formal caution/warning issued</i>	<i>Satisfied</i>	44	47	43	42	46	45
		<i>Neutral</i>	6	4	5	3	3	5
		<i>Dissatisfied</i>	49	48	49	53	50	50
		<i>Don't know</i>	1	1	3	2	1	-
		<i>Base (n)</i>	325	315	269	267	266	253
	<i>Case dropped - % satisfied</i>		33	42	35	36	38	39
	<i>Formal caution/warning - % satisfied</i>		62	56	56	58	60	54

Case Outcome

- The overall profile of case outcomes, as reported by respondents, has been broadly similar across all six sweeps of the survey with approximately half of respondents reporting that the case in which they had been involved had gone to court, around one-fifth reporting that the charges had been dropped, about one-in-ten reporting that a caution or warning had resulted, a small minority reporting that a diversionary youth conference had resulted and approximately one-in-five reporting that they did not know what had happened in their case.

Youth Conference

- As the numbers of respondents who reported that the case in which they had been involved in resulted in a youth conference were small across all sweeps of the survey, the findings reported in this section, and particularly, interpretation of comparisons across years, should be treated with caution.
- Respondents who reported that a youth conference had resulted were asked whether the youth conference had been 'diversionary' in nature (i.e. requested by PPS as an alternative to court proceedings) or had resulted from a court instruction.
- Of the 29 respondents to the 2016/17 survey who reported that their case had been dealt with by way of a youth conference, 45% reported that the youth conference had resulted from a court instruction and 38% reported that the youth conference had been 'diversionary' in nature; 17% of respondents, however, did not know whether the conference had resulted from a court order or a diversionary pre-court measure.
- Of the 19 respondents who rated their satisfaction with the outcome of the youth conference, 9 reported being satisfied and 8 reported being dissatisfied; 2 respondents opted for the 'don't know' response option.

Dropped Cases and Formal Police Cautions/Warnings

Explanation of reasons for charges being dropped

- Respondents involved in cases where the charges had been dropped or a formal police caution or warning had been issued were asked if they had been contacted by the police or the PPS and given an explanation of the reason for such an outcome.
- The proportion of respondents to the 2016/17 survey who reported that they had been provided with an explanation was not substantively different from the equivalent figure for the 2011/12 survey (57% in 2011/12 and 54% in 2016/17).

Satisfaction with case outcome where charges had been dropped or a police caution or warning had been issued

- There has been no significant change over the years of the survey in the proportions of respondents who reported being satisfied with the outcome of their case where the charges had been dropped or a caution had been issued (all in the range 42% to 47%).
- For all six sweeps of the survey, respondents involved in cases where the charges had been dropped were much less likely to report being satisfied with the case outcome than those involved in cases where the outcome had been a formal police caution or warning.
- In the 2016/17 survey, 39% of respondents involved in cases where the charges had been dropped reported being satisfied with the case outcome, compared with 54% of those involved in cases where the outcome had been a formal police caution or warning.

Attendance at the Trial/Hearing

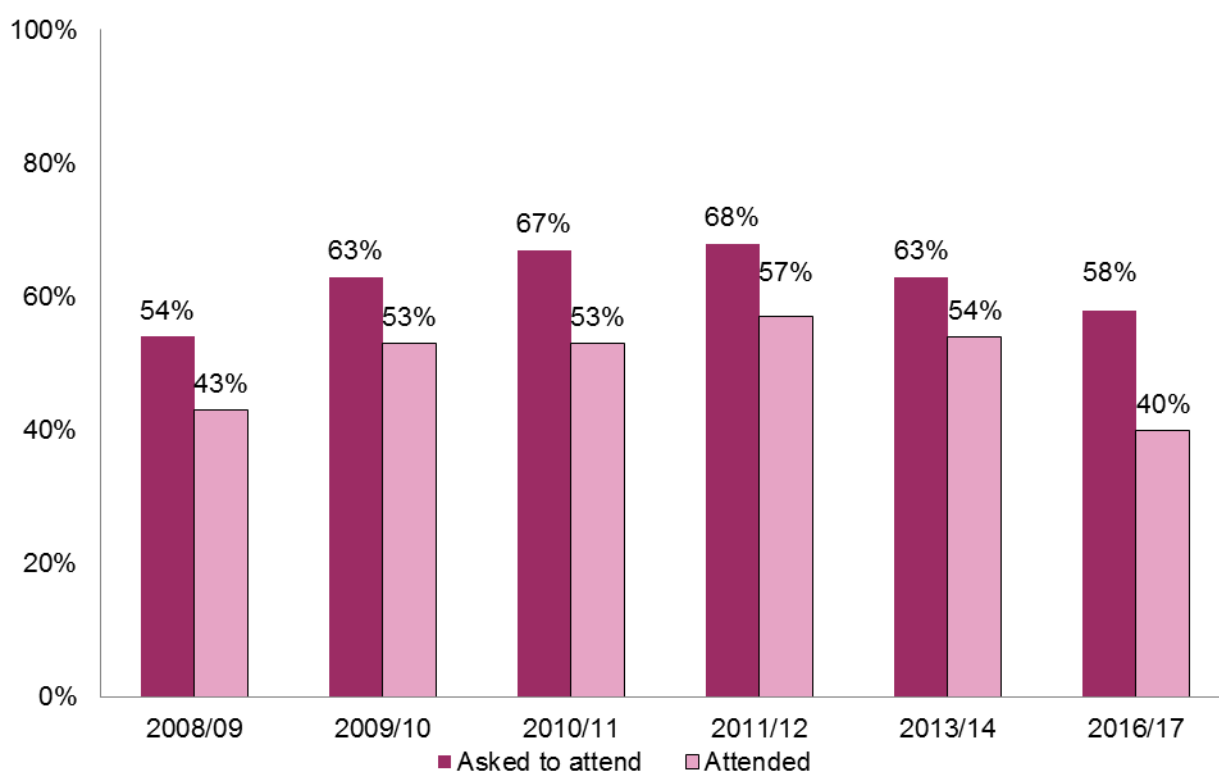
			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q41a	Were you asked to attend to give evidence at the trial/hearing (regardless of whether you actually did give evidence in the end)? <i>All where case progressed to trial</i>	Yes	54	63	67	68	63	58
		No	45	37	32	31	37	42
		<i>Don't know</i>	1	-	<1	<1	<1	<1
		<i>Base (n)</i>	538	513	632	604	494	408
Q41b	In the end, did you give evidence at the trial/hearing?*	Yes	30	24	26	29	26	25
		No	70	76	74	71	74	75
		<i>Don't know</i>	<1	-	-	<1	-	-
		<i>Base (n)</i>	292	321	427	416	312	238
Q42	Did you attend the trial/hearing? <i>All where case progressed to trial</i>	Yes	43	53	53	57	54	40
		No	56	47	47	43	46	60
		<i>Don't know</i>	<1	-	-	<1	-	<1
		<i>Base (n)</i>	538	513	632	604	494	408

* In the 2008/09 survey this question was asked of all respondents whose cases progressed to trial/hearing. From 2009/10 onwards the question was directed only at those respondents who had been asked to attend the trial/hearing to give evidence. The 2008/09 findings have been adjusted to reflect the responses of this latter subgroup of respondents.

Attendance at the Trial/Hearing

- Figure 1 shows, for all years of the survey, the proportion of respondents asked to attend the trial/hearing to give evidence and the proportion who actually attended.
- In the 2016/17 survey, approximately three-fifths of respondents (58%) involved in cases which progressed to trial/hearing reported that they had been asked to attend the trial/hearing to give evidence and 40% of respondents reported that they had actually attended the trial/hearing (Figure 1).
- By contrast, the proportions of respondents to the 2011/12 survey who reported having been asked to attend and who actually attended were significantly higher at 68% and 57% respectively.
- Of respondents asked to attend the trial/hearing to give evidence in 2016/17, 25% reported that they had actually given evidence; the equivalent figure for 2011/12 was not substantively different at 29%.

Figure 1 Proportion of respondents asked to attend the trial/hearing to give evidence and proportion who actually attended: 2008/09–2016/17



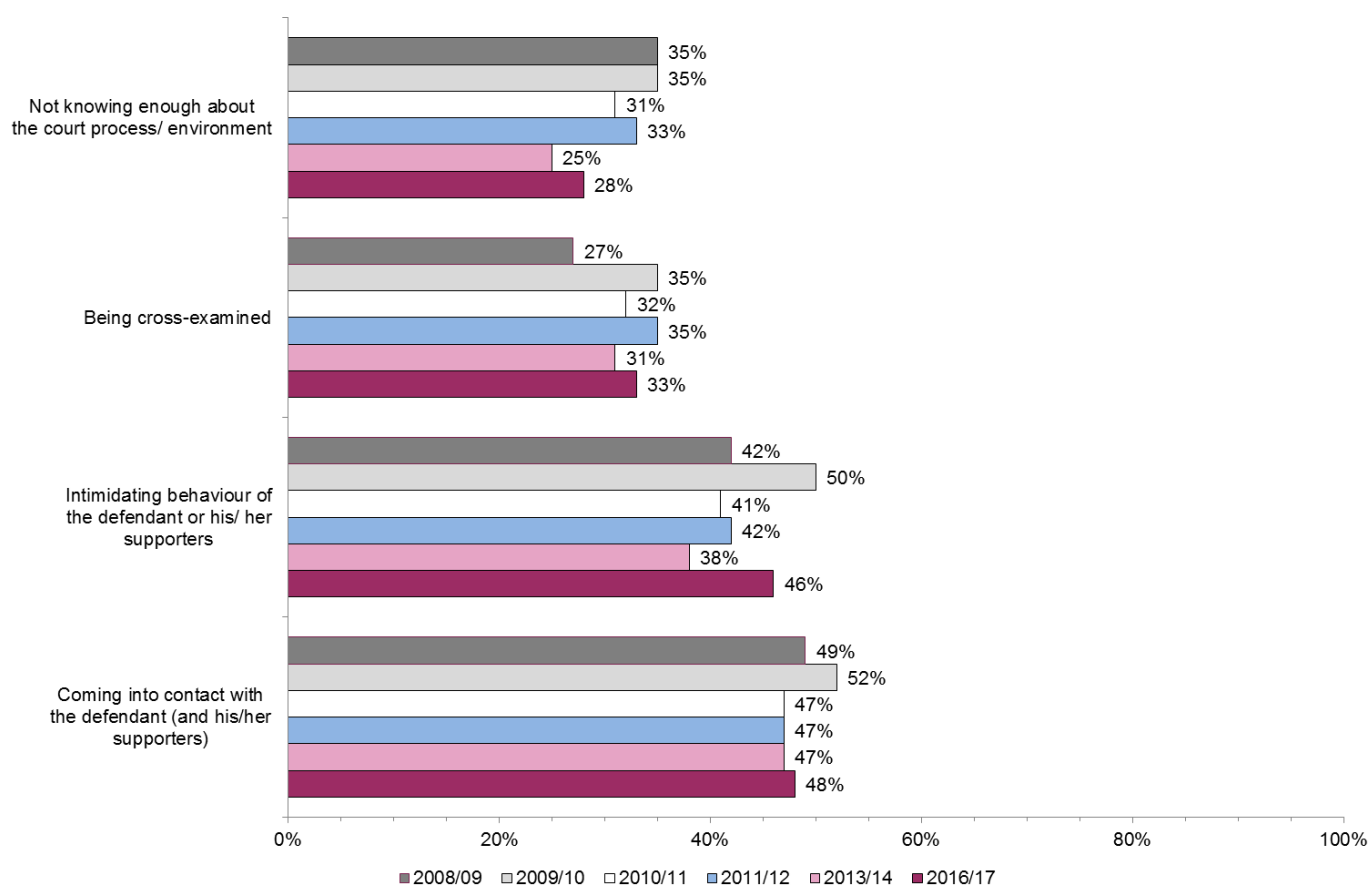
Pre-Trial Concerns about Attending Court

		2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q47	Were you at all worried or concerned about any of the following....						
	Coming into contact with the defendant (and his/her supporters)	Yes	49	52	47	47	48
		No	49	48	53	52	52
	<i>All asked to give evidence and attended court</i>	Don't know / N/A	1	-	<1	<1	-
		Base (n)	217	255	317	335	254
	Intimidating behaviour of the defendant or his/her supporters	Yes	42	50	41	42	38
		No	55	50	58	58	62
	<i>All asked to give evidence and attended court</i>	Don't know / N/A	2	-	<1	<1	-
		Base (n)	217	255	317	335	254
	Not knowing enough about the court process/environment	Yes	35	35	31	33	25
		No	65	64	69	66	72
	<i>All asked to give evidence and attended court</i>	Don't know / N/A	<1	1	-	<1	-
		Base (n)	217	255	317	335	254
	Being cross examined	Yes	27	35	32	35	31
		No	72	65	68	64	68
	<i>All asked to give evidence and attended court</i>	Don't know / N/A	1	<1	<1	1	<1
		Base (n)	217	255	317	335	254
	Feeling pressured by the police or other officials	Yes	6	9	9	11	8
		No	93	90	91	89	92
	<i>All asked to give evidence and attended court</i>	Don't know / N/A	<1	<1	<1	-	<1
		Base (n)	217	255	317	335	254
	How to get to court	Yes	3	8	5	8	3
		No	97	91	95	92	97
	<i>All asked to give evidence and attended court</i>	Don't know / N/A	<1	<1	-	<1	-
		Base (n)	217	255	317	335	254
	Travel	Yes	7	9	8	8	11
		No	93	91	92	91	89
	<i>All asked to give evidence and attended court</i>	Don't know / N/A	<1	-	-	<1	-
		Base (n)	217	255	317	335	254
	Dependants/childcare	Yes	7	7	8	8	9
		No	91	91	91	91	91
	<i>All asked to give evidence and attended court</i>	Don't know / N/A	2	2	1	1	-
		Base (n)	217	255	317	335	254
	Expenses involved	Yes	18	16	13	17	17
		No	81	83	87	83	82
	<i>All asked to give evidence and attended court</i>	Don't know / N/A	1	1	-	<1	-
		Base (n)	217	255	317	335	254
	Having time off work	Yes	27	24	26	26	20
		No	71	75	74	72	79
	<i>All asked to give evidence and attended court</i>	Don't know / N/A	2	2	1	2	1
		Base (n)	217	255	317	335	254
	Loss of personal time	Yes	28	22	22	25	22
		No	71	77	78	75	78
	<i>All asked to give evidence and attended court</i>	Don't know / N/A	<1	<1	1	-	-
		Base (n)	217	255	317	335	254

Pre-Trial Concerns about Attending Court

- Survey respondents who had been asked to attend court to give evidence were asked whether or not they had concerns on a range of issues related to attendance at court, from travel arrangements to being cross examined to loss of personal time etc.
- Across all six sweeps of the survey, the most frequently identified concerns related to coming into contact with the defendant (and his/her supporters) (48% in 2016/17), intimidating behaviour of the defendant or his/her supporters (46% in 2016/17), being cross examined (33% in 2016/17) and not knowing enough about the court process/environment (28% in 2016/17)(Figure 2).
- Compared with 2011/12, there were no significant differences in 2016/17 in the proportions of respondents who expressed concern on any of the dimensions considered.

Figure 2 Proportion of respondents who had concerns regarding the four issues most frequently identified in the 2016/17 survey: 2008/09 – 2016/17



Notification of Court Date

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q51b	How long before the case started were you informed about the date of the trial?	<i>Less than 2 weeks</i>	10	9	11	10	16	12
		<i>Between 2 weeks and 1 month</i>	37	34	34	37	36	44
		<i>Over a month</i>	47	49	48	49	39	33
		<i>Don't know</i>	6	7	7	4	9	11
	<i>All asked to give evidence and who remembered how they had been informed of the date of the trial</i>	<i>Base (n)</i>	209	245	313	327	247	151

Pre-Trial Court Familiarisation Visit

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q61	Were you offered the opportunity to visit the court in advance to familiarise yourself with it? This is where you are given the chance to visit the court to see what it is like before the trial starts. <i>All asked to give evidence and attended trial</i>	Yes	27	38	46	48	51	59
		No	69	58	48	49	45	39
		<i>Don't know</i>	4	4	6	3	4	2
		<i>Base (n)</i>	217	255	317	335	254	157
Q62	Did you accept the offer? <i>All offered a pre-trial court familiarisation visit</i>	Yes	41	26	37	38	32	51
		No	59	74	63	62	68	48
		<i>Don't know/remember</i>	-	-	-	-	1	1
		<i>Base (n)</i>	58	97	145	161	130	92

Notification of Court Date

- Respondents were asked how much notification they had received regarding the date of the trial.
- The pattern of response on this was broadly similar across the first four sweeps of the survey, with over four-fifths of respondents reporting that they had received at least two weeks' notice of the trial date. The equivalent figures for the latter years were substantively lower at 75% (2013/14) and 77% (2016/17) respectively.
- In the 2016/17 survey, 12% of respondents reported having received less than two weeks' notice, 44% reported having received between 2 and 4 weeks' notice, 33% reported having received over one month's notice and 11% reported not knowing how much notice they had received.

Pre-Trial Court Familiarisation Visit

- There has been a year on year increase in the proportion of respondents who reported having been offered the opportunity of a pre-trial court familiarisation visit. The 59% of respondents to the 2016/17 survey who reported having been offered this opportunity represents a significant increase on the 48% of respondents to the 2011/12 survey who reported having been offered such opportunity (Figure 3a).
- There has been some fluctuation over the years in the proportion of respondents who reported accepting the offer of a pre-trial court familiarisation visit. The 51% of respondents who accepted the offer in 2016/17 represents a significant increase on the 38% who accepted the offer in 2011/12 (Figure 3b).

Figure 3a Proportion of those asked to attend court to give evidence who were offered a pre-trial familiarisation visit: 2008/09– 2016/17

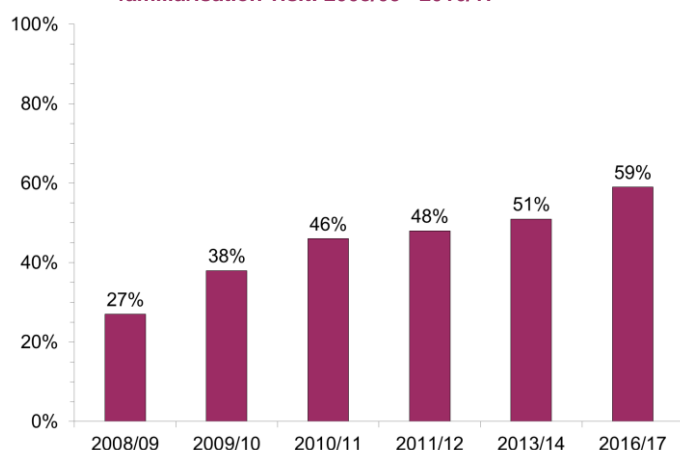
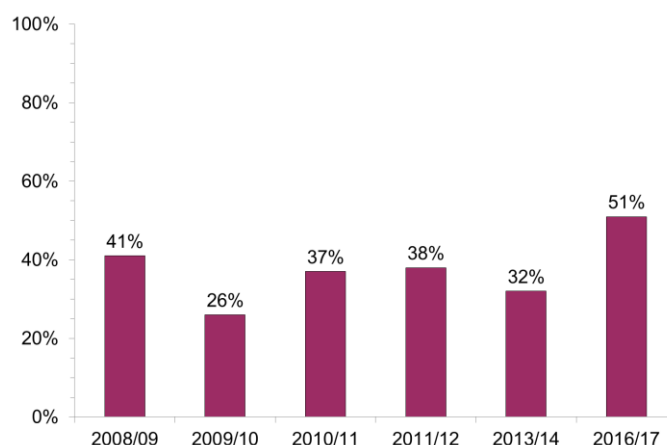


Figure 3b Proportion of those offered a pre-trial familiarisation visit who accepted the offer: 2008/09 – 2016/17



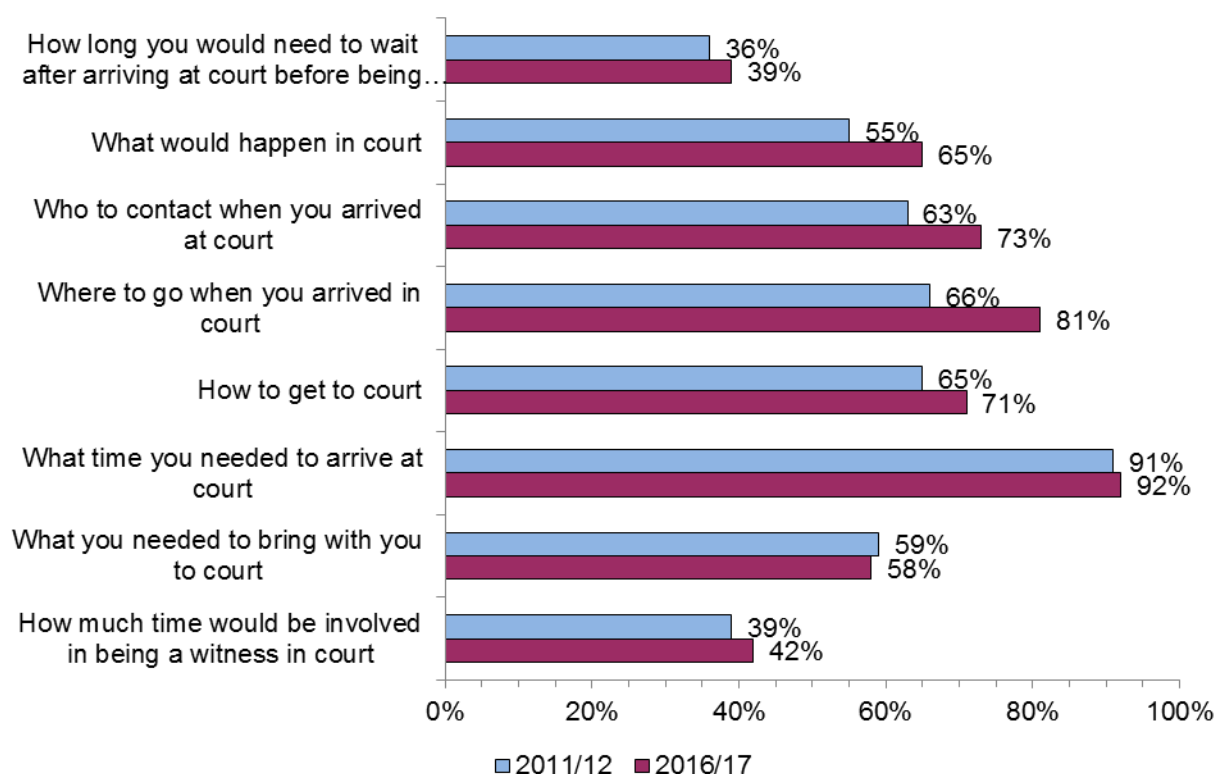
Information Received in Lead up to the Trial

		2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017	
Q65	In the lead up to the trial were you given any information about.....							
	How much time would be involved in being a witness in court	Yes – enough	26	32	34	39	46	42
		Yes – some	5	8	6	7	11	6
		No	66	55	56	51	41	48
	<i>All asked to give evidence & attended court</i>	Don't know	3	4	3	4	2	4
		Base (n)	217	255	317	335	254	157
	What you needed to bring with you to court	Yes – enough	46	47	52	59	66	58
		Yes – some	4	2	2	2	4	-
		No	47	45	40	33	26	34
	<i>All asked to give evidence & attended court</i>	Don't know	3	5	5	5	4	8
		Base (n)	217	255	317	335	254	157
	What time you needed to arrive at court	Yes – enough	89	90	89	91	91	92
		Yes – some	6	7	8	7	6	4
		No	4	3	3	1	2	3
	<i>All asked to give evidence & attended court</i>	Don't know	-	<1	<1	<1	1	1
		Base (n)	217	255	317	335	254	157
	How to get to court	Yes – enough	52	57	58	65	72	71
		Yes – some	2	2	3	1	3	1
		No	44	36	36	30	20	22
	<i>All asked to give evidence & attended court</i>	Don't know	2	5	3	3	4	6
		Base (n)	217	255	317	335	254	157
	Where to go when you arrived in court	Yes – enough	54	57	62	66	71	81
		Yes – some	5	8	7	6	5	3
		No	40	34	30	27	22	15
	<i>All asked to give evidence & attended court</i>	Don't know	2	1	2	1	2	2
		Base (n)	217	255	317	335	254	157
	Who to contact when you arrived at court	Yes – enough	51	56	59	63	68	73
	<i>All asked to give evidence & attended court</i>	Yes – some	6	7	8	6	6	5
		No	40	33	31	28	24	18
		Don't know	3	4	2	3	2	4
		Base (n)	217	255	317	335	254	157
	What would happen in court	Yes – enough	49	45	54	55	63	65
		Yes – some	8	11	9	9	15	7
		No	41	40	34	34	21	23
	<i>All asked to give evidence & attended court</i>	Don't know	2	4	3	3	1	5
		Base (n)	217	255	317	335	254	157
	How long you would need to wait after arriving at court before being called to give evidence	Yes – enough	25	30	35	36	43	39
		Yes – some	5	8	7	5	11	14
		No	68	59	55	55	46	43
	<i>All asked to give evidence & attended court</i>	Don't know	2	3	2	4	1	4
		Base (n)	217	255	317	335	254	157

Information Received in Lead up to the Trial

- Survey respondents were asked whether they had received enough information in the lead up to the trial on a range of subjects related to court attendance. Figure 4 shows the proportions of respondents to the 2011/12 and 2016/17 surveys who reported having received enough information on each of the areas addressed.
- Compared with the 2011/12 survey, there were significant increases in 2016/17 in the proportion of respondents who reported having received enough information on three out of the eight areas addressed i.e. 'Where to go when you arrived at court' (up from 66% to 81%), 'Who to contact when you arrived at court' (up from 63% to 73%) and 'What would happen in court' (up from 55% to 65%).
- There has been a consistently high proportion of respondents across all years of the survey who reported having received adequate information on the time they needed to arrive at court; this peaked at 92% in 2016/17.
- There was no substantive change between 2011/12 and 2016/17 in the proportion of respondents who reported having received adequate information on 'How much time would be involved in being a witness in court' (up from 39% to 42%), 'What you needed to bring with you to court' (down from 59% to 58%), 'How to get to court' (up from 65% to 71%) and 'How long you would need to wait after arriving at court before being called to give evidence' (up from 36% to 39%).

Figure 4 Proportion of respondents who reported that they had received adequate information on a range of subjects related to attendance at court: 2011/12 and 2016/17



Original Statement to Police

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q64	Did you receive a copy of your original statement to the police, or see a video of your recorded statement, if you made one, before the court case? <i>All asked to give evidence & attended court</i>	Yes	87	87	86	87	89	79
		No	11	10	12	10	10	18
		<i>Don't know</i>	2	3	3	2	1	3
		<i>Base (n)</i>	217	255	317	335	254	157

*The question wording was amended in 2010/11 to incorporate reference to video recorded statement.

Satisfaction with How Dealt with in Lead up to the Trial

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q68a	Overall, were you satisfied or dissatisfied with the information you received to prepare you for going to court prior to the trial date? <i>All asked to give evidence & attended court</i>	<i>Satisfied</i>	74	82	78	79	87	89
		<i>Neutral</i>	2	2	2	3	2	1
		<i>Dissatisfied</i>	23	16	19	17	11	10
		<i>Don't know</i>	<1	<1	1	<1	<1	-
		<i>Base (n)</i>	217	255	317	335	254	157
Q70a	Overall, were you satisfied or dissatisfied with how you were dealt with prior to attending court? <i>All asked to give evidence & attended court</i>	<i>Satisfied</i>	77	84	81	83	88	87
		<i>Neutral</i>	2	2	3	4	3	3
		<i>Dissatisfied</i>	19	13	16	13	9	10
		<i>Don't know</i>	1	1	-	<1	<1	-
		<i>Base (n)</i>	217	255	317	335	254	157

Attendance at Court

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q56	On how many days did you have to go to court (including days where you attended but did not give evidence)? <i>All asked to give evidence & attended court</i>	<i>One day</i>	59	70	69	62	75	68
		<i>Two days</i>	24	12	19	16	13	16
		<i>Three days</i>	6	10	6	12	6	13
		<i>Four days</i>	5	3	3	4	3	1
		<i>Five days or more</i>	3	4	3	5	2	2
		<i>Don't know</i>	2	1	-	1	1	-
		<i>Base (n)</i>	217	255	317	335	254	157
Q57	On how many of these days did you actually give evidence? <i>All asked to give evidence & attended court</i>	<i>None-evidence not required</i>	60	70	66	64	68	66
		<i>One day</i>	37	27	32	30	29	33
		<i>Two days</i>	1	2	1	5	3	1
		<i>Three days or more</i>	<1	-	1	1	<1	-
		<i>Base (n)</i>	217	255	317	335	254	157

Original Statement to Police

- Respondents who had been asked to give evidence and who had attended court were asked whether they had received a copy of their original statement to the police before the court case.
- The proportion of respondents who reported having received a copy of their original statement to the police or having seen a video of their recorded statement was much lower in 2016/17 (i.e. 79%) than in any of the previous years (all 86% or higher).

Satisfaction with How Dealt with in Lead up to the Trial

Level of satisfaction with information received in lead up to trial

- The proportion of respondents who reported being satisfied with the information they had received to prepare them for going to court prior to the trial date has been consistently high across all six sweeps of the survey, peaking at 89% in 2016/17 (Figure 5a).

Level of satisfaction with how dealt with prior to attending court

- Similarly, the proportion of respondents who reported being satisfied with how they had been dealt with prior to attending court has been consistently high across all six sweeps of the survey. The proportion satisfied in 2016/17 (87%) was only marginally different from the proportion satisfied in 2011/12 (83%)(Figure 5b).

Figure 5a Level of satisfaction with information received in preparation for going to court prior to trial date: 2008/09 – 2016/17

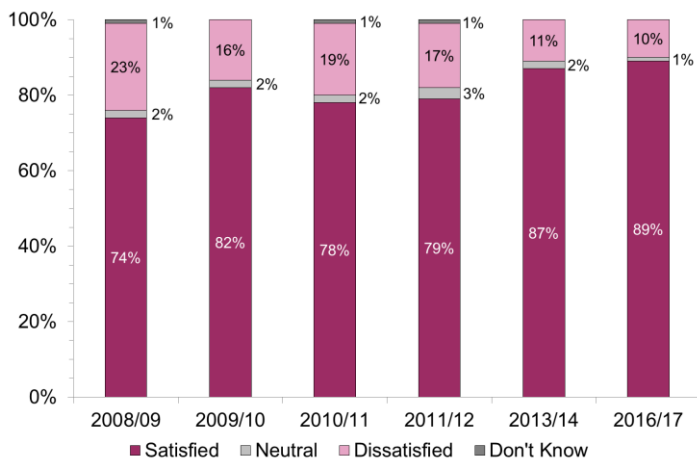
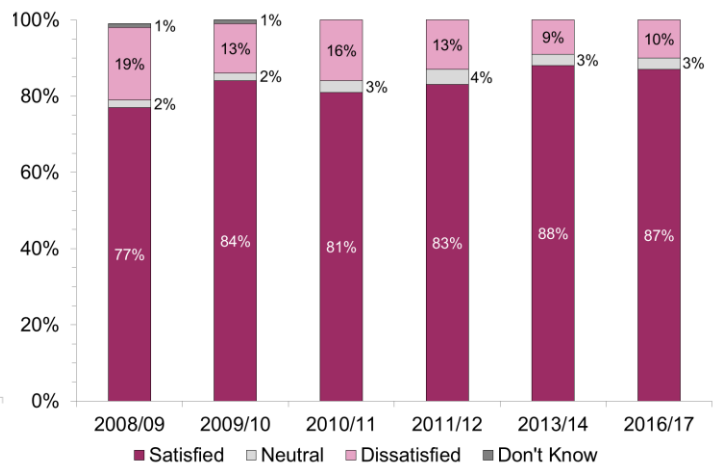


Figure 5b Level of satisfaction with how dealt with prior to attending court: 2008/09 – 2016/17



Attendance at Court

- Compared with 2011/12, there was no statistical difference in 2016/17 in the proportion of respondents who reported having to attend court on just the one day (62% in 2011/12; 68% in 2016/17).
- Of those respondents asked to give evidence, the majority reported that they had not ultimately been required to give evidence; this was the case for approximately two thirds of respondents across each of the last four sweeps of the survey (all in range 64% to 68%).
- One third of respondents (33%) to the 2016/17 survey reported having to give evidence on just the one day; compared with earlier sweeps of the survey, this proportion has not changed substantively.

Waiting Time at Court

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q80	During the time you spent waiting at the court, were you put in a separate waiting room from the witnesses for the other side (i.e. the defence witnesses) or did both sides wait in the same area?	<i>Separate waiting rooms</i>	61	66	69	74	79	84
		<i>Both sides waiting in the same area</i>	35	29	28	21	16	12
		<i>Told evidence not required before entering waiting room</i>	-	2	-	3	<1	1
		<i>Don't know</i>	4	3	3	1	4	2
		<i>Base (n)</i>	217	273	325	345	262	161
<i>All who attended court</i>								
Q89	On the first day you gave evidence in the case, how long did you have to wait from the time you arrived at court to the time you went in to give evidence?	<i>Up to 1 hour</i>	21	16	12	9	11	12
		<i>Between 1 and 2 hours</i>	26	27	18	25	18	25
		<i>Between 2 and 4 hours</i>	19	35	34	37	37	33
		<i>More than 4 hours</i>	31	23	35	28	31	26
		<i>Don't know</i>	2	-	1	1	2	4
		<i>Base (n)</i>	84	75	109	119	83	57
<i>All who ultimately gave evidence</i>								
Q90	How often, if at all, were you kept informed of what was going on while you were waiting?	<i>Not waiting long enough to need an update</i>	6	3	4	5	5	5
		<i>More than once an hour</i>	36	28	28	24	30	47
		<i>About once an hour</i>	17	33	30	31	34	21
		<i>Less than once an hour</i>	24	11	21	21	19	9
		<i>Given no information</i>	15	20	16	16	8	11
		<i>Don't know</i>	2	5	2	3	4	7
		<i>Base (n)</i>	84	75	109	119	83	57
<i>All who ultimately gave evidence</i>								

Waiting Time at Court

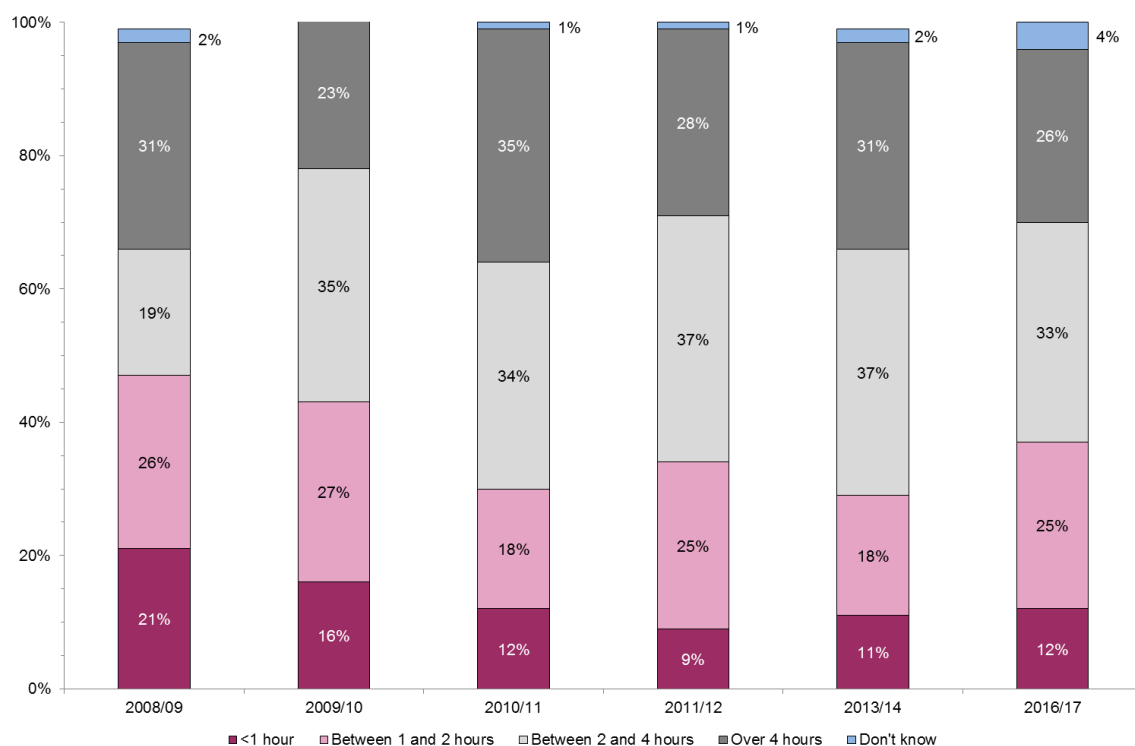
Waiting area at court

- There has been a consistent year on year increase in the proportion of respondents who reported that they had been put in a separate waiting room from the witnesses from the 'other side'. The 84% of respondents to the 2016/17 survey who reported that this had been their experience represented a significant increase on the 74% of respondents who reported such experience in 2011/12.
- Conversely, there has been a significant fall in the proportion of respondents who reported that both sides had been kept waiting in the same area of the court (down from 21% in 2011/12 to 12% in 2016/17).

Time waiting to give evidence on the first day

- In the 2016/17 survey, three fifths of respondents (60%) reported having to wait at least two hours before going in to give their evidence (26% waited for more than four hours)(Figure 6). The equivalent figures for 2011/12 were similar with 65% of respondents waiting at least two hours and 28% waiting for more than four hours.

Figure 6 Length of time respondents waited in court before going in to give evidence: 2008/09 - 2016/17



Frequency of updates while waiting at court

- Respondents who ultimately gave evidence in court were asked how often, if at all, they had been kept informed of what was going on while waiting to give evidence. A small minority of respondents from each sweep of the survey (all in range 3% to 6%) reported that they had not been waiting long enough to need an update.
- Across all sweeps of the survey, over half of respondents reported having been kept informed at least once an hour (with figures ranging from 53% in 2008/09 to 68% in 2016/17).
- Eleven percent of respondents to the 2016/17 survey reported not having received any information; the equivalent figure for 2011/12 was not substantively different at 16%.

Notification and Reasons why Evidence not Required

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q85	At what stage were you told that your evidence would not be needed?	<i>2+days before the trial date</i>	12	11	8	10	9	14
		<i>One day before the trial date</i>	5	2	2	4	2	6
		<i>Before arriving at court (on trial date)</i>	3	1	2	3	3	6
		<i>Immediately after arriving at court (on trial date)</i>	2	4	7	6	6	13
		<i>After waiting for up to 1 hour at court</i>	13	9	9	12	15	12
		<i>After waiting 1-2 hours at court</i>	10	18	15	14	11	10
		<i>After waiting more than 2 hours at court</i>	52	55	55	50	51	37
		<i>Don't know</i>	4	1	2	2	3	4
	<i>Base (n)</i>	132	180	242	228	188	109	
Q86a	What reason, if any, were you given for not being needed to give evidence at court?	<i>Defendant pleaded guilty</i>	75	76	74	77	80	78
		<i>Defendant failed to appear at court</i>	2	2	3	4	4	3
		<i>Prosecution withdrew the case</i>	2	5	5	3	5	-
		<i>Case already had sufficient evidence</i>	5	6	2	2	1	4
		<i>Evidence/written statement read out/recorded on DVD</i>	-	-	2	2	2	3
		<i>Problems with witnesses</i>	-	-	-	-	-	1
		<i>Other</i>	1	4	3	7	3	3
		<i>No reason given</i>	6	4	4	4	2	7
		<i>Don't know</i>	3	2	5	-	2	2
	<i>Base (n)</i>	132	183	248	228	193	109	
	<i>All asked to give evidence but subsequently told evidence not needed</i>							

Notification and Reasons why Evidence not Required

Timing of notification that evidence not required

- Compared with all the earlier years of the survey, there was a significant fall in 2016/17 in the proportion of respondents who reported having had to wait for more than two hours before being notified that their evidence would not be needed (37% compared with over 50% in each of the other years).

Reason for evidence not being required

- As for all previous sweeps of the survey, the defendant pleading guilty was the most frequently cited reason reported by respondents in 2016/17 for not being required to give evidence at court (78%).

The Court Experience

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q83a	In general, did you understand what was happening in court while you were there? <i>All asked to give evidence and attended court</i>	Yes	82	83	86	87	94	93
		No	18	17	13	12	6	6
		Don't know/ remember	-	-	1	1	<1	1
		Base (n)	217	255	317	335	254	157
Q110	In general, did you understand what was happening in court while you were there? <i>All not asked to give evidence but attended court</i>	Yes	76	89	88 (14)	90 (9)	73 (8)	50 (3)
		No	24 (4)	11 (2)	13 (2)	10 (1)	18 (2)	33 (2)
		Don't know	-	-	-	-	9 (1)	17 (1)
		Base (n)	17	18	16	10	11	6
Q91	Overall, were you generally satisfied or dissatisfied with the consideration shown to you before giving evidence in court? <i>All who ultimately gave evidence</i>	Satisfied	74	77	71	73	83	93
		Neutral	1	1	1	2	1	-
		Dissatisfied	25	20	28	25	14	7
		Don't know	-	1	-	-	1	-
		Base (n)	84	75	109	119	83	57
Q92	Did you meet, or were you introduced to, the PPS lawyer before entering courtroom? <i>All who ultimately gave evidence</i>	Yes	71	64	64	70	65	82
		No	26	32	33	28	27	11
		Don't know	2	4	3	3	8	7
		Base (n)	84	75	109	119	83	57
Q93	Did you feel that the PPS lawyer was courteous or discourteous in his/her treatment of you? <i>All who met PPS lawyer prior to entering courtroom</i>	Courteous	92	96	93	95	93	100
		Discourteous	7	4	6	4	6	-
		Don't know	2	-	1	1	2	-
		Base (n)	60	48	70	83	54	47
Q95	Did you feel that the barrister for the other side was courteous or discourteous in his/her treatment of you? <i>All who were cross examined</i>	Courteous	50	46	40	37	46	40
		Discourteous	46	54	55	62	50	56
		Don't know	4	-	5	1	4	4
		Base (n)	76	68	96	109	70	48
Q96	Did you feel that the magistrate or judge was courteous or discourteous in his/her treatment of you? <i>All who ultimately gave evidence</i>	Courteous	88	84	88	89	89	93
		Discourteous	11	12	11	8	7	7
		Don't know	1	4	1	3	4	-
		Base (n)	84	75	109	119	83	57
Q100	Overall, did you feel that you were dealt with fairly or unfairly whilst giving evidence? <i>All who ultimately gave evidence</i>	Fairly	88	84	76	80	88	91
		Unfairly	11	16	23	18	11	9
		Don't know	1	-	1	2	1	-
		Base (n)	84	75	110	120	83	58
Q119a	Overall, were you satisfied or dissatisfied with your experience at court? <i>All who attended court</i>	Satisfied	69	78	75	72	76	74
		Neutral	1	3	4	3	3	2
		Dissatisfied	28	19	22	25	20	25
		Don't know	1	-	<1	1	1	-
		Base (n)	234	273	334	345	266	163

The Court Experience

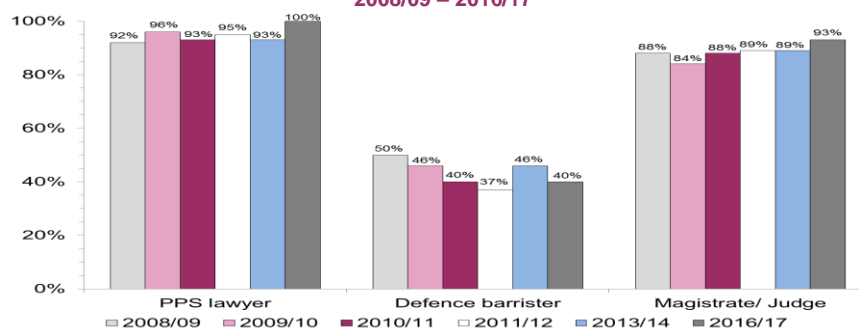
Understanding of what was happening in court

- Across all years of the survey, there have been high proportions of respondents reporting that they understood what was happening in court while they were there. The proportions peaked at 94% and 93% in 2013/14 and 2016/17 respectively.
- Of the small number of respondents each year who had not been asked to attend court to give evidence but who attended anyway, the largest proportion reported that they understood what was happening in court while they were there: in the 2016/17 survey, this was the case for 3 out of the 6 respondents.

Consideration shown to respondents while at court

- The proportion of respondents who reported being generally satisfied with the consideration shown to them before giving evidence at court has been consistently high at over 70% across all years of the survey. The proportion satisfied in 2016/17 (93%) was significantly higher than the proportion satisfied five years earlier in 2011/12 (73%).
- Eighty two percent of respondents to the 2016/17 survey who ultimately gave evidence at court reported that they had met or had been introduced to the PPS lawyer; the equivalent figure for the 2011/12 survey was not significantly different at 70%.
- Figure 7 shows the proportions of respondents to each survey who reported that the various legal officials (i.e. PPS lawyer, defence barrister and magistrate/judge) had been courteous towards them.

Figure 7 Proportion of respondents reporting that the various legal officials had been courteous towards them: 2008/09 – 2016/17



- In the 2016/17 survey, all respondents who had met the PPS lawyer before entering the courtroom felt that he/she had been courteous towards them. The equivalent figures for all other years were also high at over 90%.
- By contrast, much lower proportions of respondents who had been cross examined felt that the barrister for the other side had been courteous towards them (all 50% or under). The 40% who felt that the barrister for the other side had been courteous in 2016/17 was just slightly higher than the equivalent proportion for 2011/12 (37%).
- Across all years of the survey, the vast majority of respondents who ultimately gave evidence reported that the magistrate or judge had been courteous towards them (all 84% or higher and peaking at 93% in 2016/17).

Dealt with fairly/unfairly while giving evidence

- Respondents who reported having given evidence were asked whether they had been dealt with fairly or unfairly whilst giving evidence. The 91% of respondents to the 2016/17 survey who reported that they had been dealt with fairly represented a significant increase on the 80% of respondents to the 2011/12 survey who expressed this view.
- In terms of overall satisfaction with experience at court, approximately three quarters of respondents to the 2016/17 survey (74%) reported being satisfied. The equivalent figures for the earlier years were broadly comparable, ranging from 69% (2008/09) to 78% (2009/10) satisfied.

Feelings of Safety

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q76a	How safe did you feel before going into court? <i>All who attended court</i>	Safe	74	74	78	78	80	79
		Neither	6	8	6	6	5	7
		Unsafe	19	17	16	16	15	14
		Don't know	1	1	1	<1	-	-
		Base (n)	234	273	334	345	266	163
Q97	When you were in the courtroom, did you feel safe or unsafe? <i>All who ultimately gave evidence</i>	Safe	92	83	87	82	90	91
		Neither	-	8	1	3	1	2
		Unsafe	7	9	12	14	8	5
		Don't know	1	-	-	1	-	2
		Base (n)	84	75	109	119	83	57
Q109a	When you were in the courtroom, did you feel safe or unsafe? <i>All not asked to give evidence but attended court</i>	Safe	82 (14)	89 (16)	81 (13)	60 (6)	73 (8)	83 (5)
		Unsafe	18 (3)	11 (2)	6 (1)	40 (4)	9 (1)	-
		Don't know	-	-	13 (2)	-	18 (2)	17 (1)
		Base (n)	17	18	16	10	11	6
Q120a	Was there any point in the whole process when you or your family felt intimidated? <i>All</i>	Yes	25	25	22	24	24	24
		No	74	75	77	76	75	75
		Don't know	<1	<1	1	1	1	1
		Base (n)	1,124	1,125	1,158	1,078	975	843
Q120c	Where did this intimidation occur? <i>All who felt intimidated</i>	At the court building but outside the courtroom	13	17	21	15	18	11
		Inside the courtroom	8	9	8	14	9	7
		Outside court/in the community*	83	85	82	79	80	80
		Base (n)	286	280	255	256	235	206
		<i>% intimidated in court building or courtroom</i>	17%	21%	25%	25%	23%	16%

*Includes intimidation at all locations outside the court building (e.g. at the workplace, in the house/home etc.).

Expenses/Compensation

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q102a	Did you receive a witness expenses claim form to fill in? <i>All asked to give evidence and attended court</i>	Yes	77	80	82	82	80	75
		No	19	18	17	16	17	22
		Don't know	3	3	2	1	3	3
		Base (n)	217	255	318	336	254	158
Q140a	How satisfied or dissatisfied have you been with the service you have received from the Compensation Agency? <i>All victims who applied for compensation</i>	Satisfied	47	52	56	54	51	52
		Neutral	4	5	3	9	4	2
		Dissatisfied	43	41	37	36	38	42
		Don't know	6	3	4	1	7	4
		Base (n)	68	66	68	69	76	48

Feelings of Safety

- Respondents who had attended court were asked how safe they felt before going into court and while in the courtroom. The 2016/17 pattern of response on this is shown in Figure 8.

Feelings of safety before going into court

- The profile of response on this question has remained positive and relatively stable across all sweeps of the survey. In the 2016/17 survey, 79% of respondents reported feeling safe, 14% reported feeling unsafe, and 7% reported that they had felt neither safe nor unsafe.

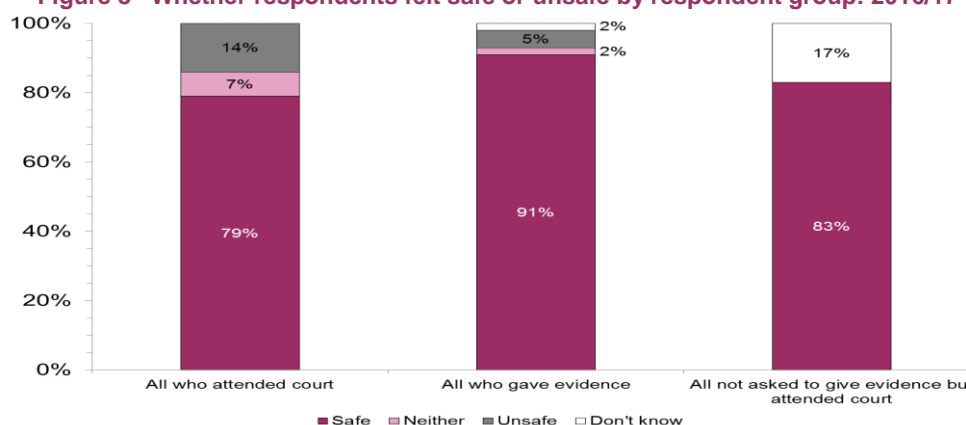
Feelings of safety while in the courtroom (respondents who gave evidence)

- Across all six sweeps of the survey, the vast majority of respondents who ultimately gave evidence reported that they had felt safe while in the court room. In the 2016/17 survey, 91% of respondents reported feeling safe, 5% reported feeling unsafe, 2% reported that they had neither felt safe nor unsafe and a further 2% opted for the 'don't know' response option.

Feelings of safety while in the courtroom (respondents not asked to give evidence)

- Of the small number of respondents to each survey who had not been asked to give evidence but who attended court anyway, the majority reported that they felt safe while in the courtroom. In the 2016/17 survey, 5 out of the 6 respondents (83%) reported feeling safe.

Figure 8 Whether respondents felt safe or unsafe by respondent group: 2016/17



Feelings of intimidation

- Approximately one quarter of respondents to each sweep of the survey reported that they or their family had felt intimidated at some point in the criminal justice process; the proportion who expressed this view has remained unchanged at 24% for each of the last three sweeps of the survey.
- Compared with 2011/12, there was a significant reduction in 2016/17 in the proportion of respondents who reported feeling intimidated while in the courtroom (down from 14% in 2011/12 to 7% in 2016/17).

Expenses claim form

- Across all six sweeps of the survey, the vast majority of respondents who had been asked to give evidence and who attended court reported that they had received an expenses claim form to fill in. The proportion who reported having received a form was lowest at 75% in the most recent 2016/17 survey.

Service provided by the Compensation Agency

- Overall, 52% of respondents to the 2016/17 survey who applied for criminal injuries compensation reported that they had been satisfied with the service received from the Compensation Agency; 42% of respondents reported having been dissatisfied. The profile of response on this question has not changed substantively over the six sweeps of the survey.

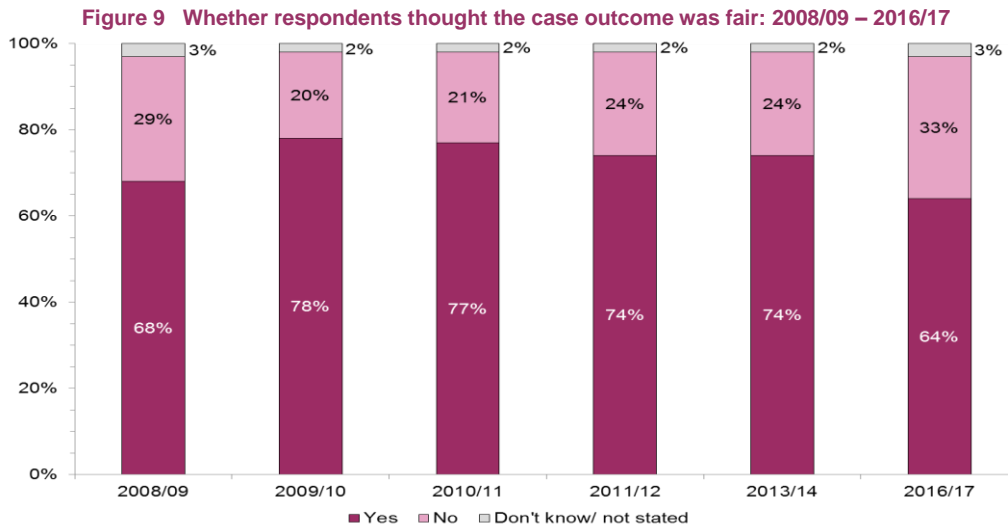
Case Outcome and Sentence

		2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017	
Q112	Did you find out what the outcome of the case was?	Yes	81	82	79	82	83	
		No	17	17	19	17	14	
		<i>Don't know</i>	2	1	2	2	3	
	<i>All where there was a trial</i>	<i>Base (n)</i>	538	513	632	604	494	408
Q116	Did you think the outcome of the case was fair?	Yes	68	78	77	74	74	64
		No	29	20	21	24	24	33
		<i>No opinion</i>	1	<1	1	1	1	1
		<i>Don't know</i>	2	1	1	1	1	2
	<i>All where there was a trial and who knew the outcome</i>	<i>Base (n)</i>	437	421	502	493	410	339
Q117	Do you know what the sentence was?	Yes	75	76	70	76	77	75
		No	15	15	22	17	16	14
		<i>DK/Not stated</i>	10	9	8	7	7	10
	<i>All where there was a trial and offender found/pleaded guilty</i>	<i>Base (n)</i>	352	360	411	416	341	278
Q118a	Did you feel that the sentence given was fair?	Yes	54	51	52	55	55	55
		No	45	48	45	42	44	42
		<i>Don't know</i>	2	1	2	3	2	4
	<i>All where there was a trial and offender found/pleaded guilty and who knew what sentence was</i>	<i>Base (n)</i>	263	273	286	317	261	209

Case Outcome and Sentence

Perceptions of case outcome

- Approximately four fifths of respondents to each sweep of the survey reported that they had found out what the outcome of the case had been. The proportion who had found out the outcome peaked at 83% in both 2013/14 and 2016/17.
- When asked whether the outcome of the case had been fair, the majority of respondents across all sweeps of the survey acknowledged that this had been the case (Figure 9). The proportion of respondents in 2016/17 who thought that it had been fair (64%) represented a significant reduction on the 74% of respondents who held this view in 2011/12.



Perceptions of sentence

- There has been no substantive change over the years of the survey in the proportion of respondents (i.e. of those involved in trials where the defendant was found or pleaded guilty), who reported knowing what the sentence was (Figure 10a). In the 2016/17 survey, 75% of relevant respondents reported knowing what the sentence was, 14% didn't know and 10% failed to answer the question.
- For all six sweeps of the survey, just over half of respondents who knew what the sentence was considered that it had been fair; the proportion of respondents who thought the sentence had been fair remained unchanged at 55% across the three most recent sweeps of the survey (Figure 10b).

Figure 10a Whether respondents knew what the sentence was: 2008/09 – 2016/17

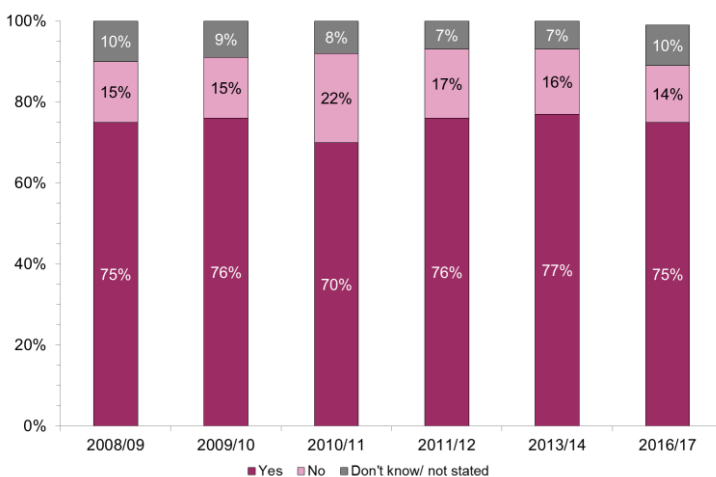
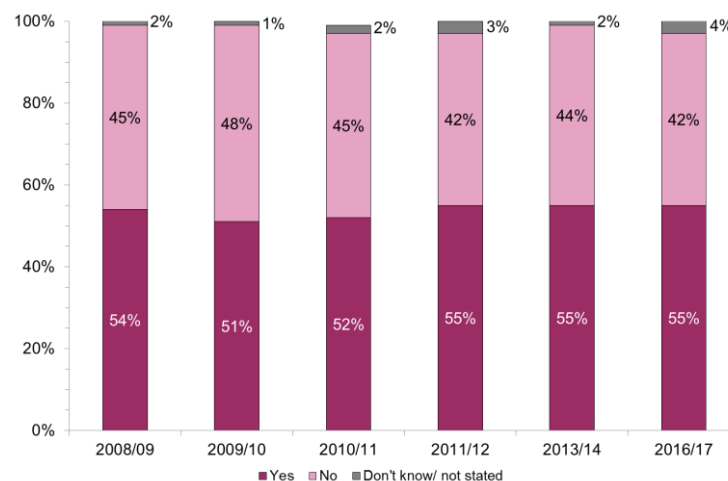


Figure 10b Whether respondents believed that the sentence was fair: 2008/09 – 2016/17



Voluntary Support Services

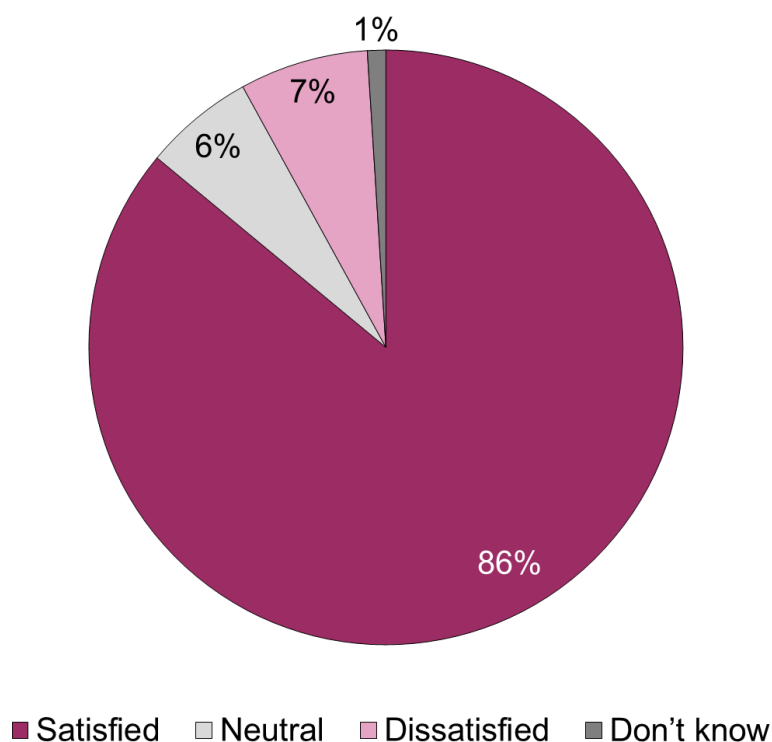
		2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017	
Q147a	Did you have contact with Victim Support at any stage in the process? <i>2008/09: Victims only; 2009/10 - 2016/17: All victims and witnesses</i>	Yes	31	24	22	30	27	39
		No	68	75	76	68	70	59
		Don't know	1	1	2	2	3	2
		Base (n)	696	1,125	1,158	1,078	975	843
Q149a	Overall, were you satisfied or dissatisfied with the contact you had with Victim Support? <i>2008/09: All victims who had contact with Victim Support 2009/10 - 2016/17: All victims and witnesses who had contact with Victim Support</i>	Satisfied	85	86	91	87	87	86
		Neutral	5	6	3	3	3	6
		Dissatisfied	8	8	6	7	7	7
		Don't know	2	1	1	2	2	1
		Base (n)	217	271	257	323	263	329
Q72a	Did you receive support from either Victim Support's Witness Service or the NSPCC's Young Witness Service? <i>All victims and witnesses who attended court</i>	Yes – from WS	23	34	44	45	44	58
		Yes – from YWS	<1	1	1	1	<1	4
		Yes–not sure who	-	<1	1	-	-	1
		No support	70	58	53	50	51	34
		Don't know	7	6	2	4	5	4
		Base (n)	234	273	335	346	266	164
Q73a	Overall, were you satisfied or dissatisfied with the support that the VS Witness Service/NSPCC Young Witness Service provided? <i>All victims and witnesses who received support from WS/YWS</i>	Satisfied	98	96	97	94	95	99
		Neutral	-	2	1	2	3	-
		Dissatisfied	2	2	2	3	3	1
		Don't know	-	-	-	1	-	-
		Base (n)	55	98	153	158	117	102

Voluntary Support Services

Victim Support

- In the 2008/09 survey, questions related to contact with Victim Support (i.e. Questions 147a and 149a) were asked of victims only; since 2009/10 these questions have been asked of both victims and witnesses. The 2008/09 findings in respect of these questions are not therefore directly comparable with those for subsequent years of the survey.
- Across all sweeps of the survey, fewer than two fifths of respondents reported having had contact with Victim Support at some stage in the process. Thirty nine percent of respondents to the 2016/17 survey reported having had contact with Victim Support; this represents a significant increase on the 30% of respondents who reported having had such contact in 2011/12.
- When respondents who had experienced contact with Victim Support were asked to rate their level of satisfaction with such contact, the vast majority of respondents across each sweep of the survey (almost nine out of ten) reported that they had been satisfied with the contact (Figure 11).
- In the 2016/17 survey, 86% of respondents reported being satisfied, 7% reported being dissatisfied, 6% were neither satisfied nor dissatisfied and a small minority (1%) opted for the 'don't know' response option.

Figure 11 Level of satisfaction with contact with Victim Support NI: 2016/17



Victim Support's Witness Service/NSPCC's Young Witness Service

- Compared with earlier sweeps of the survey, there was a significant increase in 2016/17 in the proportion of respondents who reported having received support from either Victim Support's Witness Service or the NSPCC's Young Witness Service (58% in 2016/17 compared with a high of 45% for any other year).
- Of respondents to each survey who reported having received such support, the vast majority reported being satisfied with the support received; the proportion satisfied ranged from 94% in 2011/12 to 99% in the 2016/17.

Victim Information Schemes

		2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017	
Q153a	Are you aware of the Prisoner Release Victim Information Scheme?*	Yes	19	21	27	29	35	19
		No	80	79	73	71	65	72
		<i>Don't know/remember</i>	1	-	-	-	-	8
		<i>Base (n)</i>	81	34	44	48	37	36
Q154a	Did you register with the scheme?	Yes	27 (4)	29 (2)	33 (4)	21 (3)	8 (1)	-
		No	73 (11)	71 (5)	50 (6)	71 (10)	85 (11)	100 (7)
		<i>Don't know</i>	-	-	17 (2)	7 (1)	8 (1)	-
		<i>Base (n)</i>	15	7	12	14	13	7
Q156a	Are you aware of the Probation Board for Northern Ireland Victim Information Scheme?	Yes	24	24	17	27	15	15
		No	74	73	81	73	84	85
		<i>Don't know/remember</i>	3	3	2	-	1	-
		<i>Base (n)</i>	34	70	63	71	73	60
Q157a	Did you register with the scheme?	Yes	-	6 (1)	18 (2)	21 (4)	-	-
		No	100	94	73 (8)	74 (14)	100 (11)	100 (9)
		<i>Don't know/remember</i>	-	-	9 (1)	5 (1)	-	-
		<i>Base (n)</i>	8	17	11	19	11	9

* In 2008/09 all victims regardless of the length of the prison sentence were asked about PRVIS.

Victim Information Schemes

Prisoner Release and Probation Board for Northern Ireland Victim Information Schemes

- The survey questions relating to the Prisoner Release and Probation Board for Northern Ireland Victim Information Schemes were applicable to only a small number of respondents, as these schemes mainly apply in the case of the more serious types of offence which are not covered by NIVAWS (e.g. offences of a sexual nature, offences involving a fatality etc.).
- The reported awareness of each scheme has been consistently low across all sweeps of the survey and there has been a similarly low reported rate of registration with each scheme.
- None of the 2016/17 respondents reported having registered with either the Prisoner Release or the Probation Board for Northern Ireland schemes.
- Due to the very small numbers involved, interpretation of the findings provided in this section should be treated with caution.

Likelihood of Future Engagement with the Criminal Justice System

		2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017	
Q107	If you were asked to be a witness in a criminal trial again, how likely would you be to agree to take part? <i>All who ultimately gave evidence</i>	<i>Likely</i>	56	51	51	53	63	62
		<i>Unlikely</i>	24	20	25	34	23	21
		<i>Depends</i>	20	29	24	13	13	16
		<i>Don't know</i>	-	-	-	-	1	2
		<i>Base (n)</i>	84	75	110	120	83	58
Q145a	If you witnessed the same type of crime in the future, would you report the incident to the police? <i>All witnesses</i>	<i>Yes</i>	88	89	89	87	86	89
		<i>No</i>	7	7	6	8	8	6
		<i>It depends</i>	5	4	3	3	5	4
		<i>Don't know</i>	<1	<1	2	1	1	1
		<i>Base (n)</i>	428	507	596	530	435	349
Q151a	If you became the victim of a similar crime again, would you report the incident to the police? <i>All victims</i>	<i>Yes</i>	83	83	80	81	78	85
		<i>No</i>	10	11	12	14	14	10
		<i>It depends</i>	6	4	5	4	6	4
		<i>Don't know</i>	1	1	2	1	1	1
		<i>Base (n)</i>	696	618	562	548	540	494

Likelihood of Future Engagement with the Criminal Justice System

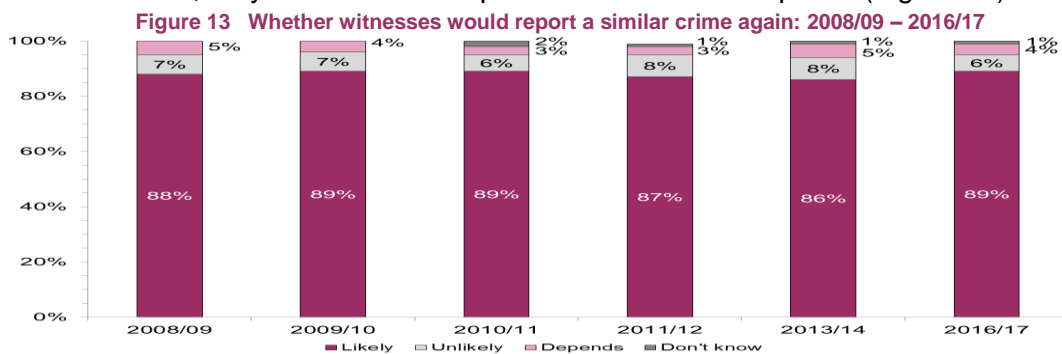
Likelihood of being a witness again

- Respondents who ultimately gave evidence were asked how likely they would be to take part in a criminal trial again if asked to be a witness. The 62% of respondents to the 2016/17 survey who suggested that they would agree to take part again was not substantively different from the 53% who suggested that they would in 2011/12 (Figure 12).
- In the 2016/17 survey, 62% of respondents reported that, if asked, they would be likely to agree to be a witness again. A further 21% suggested that they would be unlikely to agree to this, 16% reported that it would depend on the circumstances of the case and 2% (1 respondent) reported not knowing.



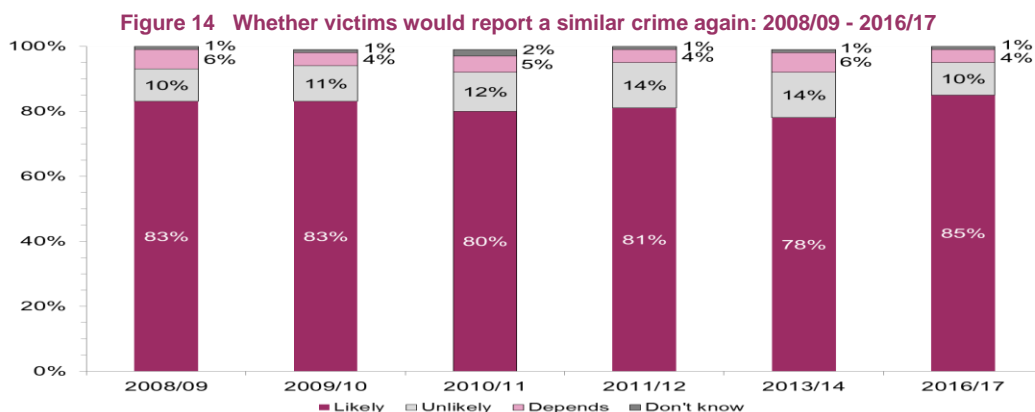
Whether witnesses would report a similar crime again

Across all six years of the survey, approximately 9 out of 10 witnesses (i.e. excludes victims who may also have been a witness) suggested that, were they to witness the same type of crime in the future, they would indeed report the incident to the police (Figure 13).



Likelihood of victims of a similar crime reporting the incident to the police

The proportion of victims who reported that, were they to become the victim of a similar crime again, they would report the incident to the police, has remained relatively stable across all sweeps of the survey, peaking at 85% in 2016/17 (Figure 14)



Overall Satisfaction with the Criminal Justice System⁵

			2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2013/ 2014	2016/ 2017
Q174	In general, were you satisfied or dissatisfied with the information you were given about the CJS process? ⁶ <i>All except those involved in cases which were dealt with by means of a formal police caution or warning</i>	<i>Satisfied</i>	65	66	68	69	70	72
		<i>Neutral</i>	3	4	5	4	4	5
		<i>Dissatisfied</i>	31	29	25	26	24	22
		<i>Don't know</i>	2	1	1	1	2	1
		<i>Base (n)</i>	996	1,003	1,060	998	875	742
Q175	Thinking about from when you first reported this incident to now, are you satisfied or dissatisfied with how well you have been kept informed of the progress of your case? ⁶ <i>All except those involved in cases which were dealt with by means of a formal police caution or warning</i>	<i>Satisfied</i>	54	54	57	61	63	64
		<i>Neutral</i>	3	4	4	3	3	4
		<i>Dissatisfied</i>	41	41	35	34	32	31
		<i>Don't know</i>	1	1	1	1	1	1
		<i>Did not report</i>	<1	1	2	1	1	1
		<i>Base (n)</i>	996	1,003	1,060	998	875	742
Q176	In general, were you satisfied or dissatisfied with the way you were treated by staff in the CJS? ⁶ <i>All except those involved in cases which were dealt with by means of a formal police caution or warning</i>	<i>Satisfied</i>	79	82	84	83	80	83
		<i>Neutral</i>	3	3	2	2	3	4
		<i>Dissatisfied</i>	16	12	12	13	14	11
		<i>Don't know</i>	2	2	2	2	3	2
		<i>Base (n)</i>	996	1,003	1,060	998	875	742
Q177	Overall, were you satisfied or dissatisfied with the contact you've had with the CJS? ⁶ <i>All except those involved in cases which were dealt with by means of a formal police caution or warning</i>	<i>Satisfied</i>	65	68	71	70	70	72
		<i>Neutral</i>	4	3	5	4	3	5
		<i>Dissatisfied</i>	30	27	23	25	25	21
		<i>Don't know</i>	1	1	1	1	2	2
		<i>Base (n)</i>	996	1,003	1,060	998	875	742

⁵ Respondents whose cases were dealt with by means of a formal police caution or warning were excluded from the analysis in this section.

⁶ The overall findings have been weighted to reflect the victim/witness balance in the original population from which the sample was drawn.

Overall Satisfaction with the Criminal Justice System

- Having answered a series of questions regarding their specific experiences with various aspects of the criminal justice system, survey respondents were then asked to rate their satisfaction on four more global type indicators:-
 - Level of satisfaction with the **information** given about the **criminal justice process**;
 - Level of satisfaction with how well they had been kept **informed** about the **progress of their case**;
 - Level of satisfaction with how they were **treated by staff** in the **criminal justice system**, and
 - Level of satisfaction with the **contact** they've had with the **criminal justice system** (*This latter indicator was previously used as a key performance indicator for monitoring progress in the area of service delivery to victims and witnesses in the criminal justice system*).
- Across all six sweeps of the survey, a majority of respondents reported being satisfied on each of these indicators.
- Compared with 2011/12, there were no statistically significant changes in 2016/17 in the proportion of respondents overall who expressed satisfaction on any of the four indicators. The findings were as follows:-
 - (i) the information received about the CJS process (69% satisfied in 2011/12; 72% satisfied in 2016/17)(Figure 15a);
 - (ii) how well kept informed of the progress of their case (61% in 2011/12; 64% in 2016/17) (Figure 15b);
 - (iii) how well treated by staff in the criminal justice system (83% in both 2011/12 and 2016/17) (Figure 15c), and
 - (iv) contact with the CJS (70% in 2011/12; 72% in 2016/17)(Figure 15d).
- Analysis of the responses of victims, however, showed that, compared to 2011/12, there was a significant increase in 2016/17 in the proportion of victims satisfied with how well they had been kept informed of the progress of their case (Indicator (ii) above)(up from 57% in 2011/12 to 65% in 2016/17).

Figure 15a Level of satisfaction with information given about CJS process: 2008/09 – 2016/17

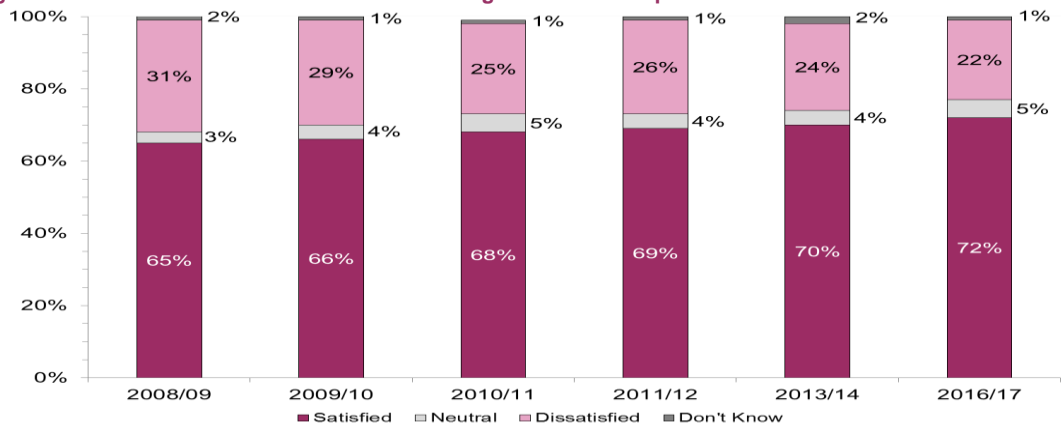


Figure 15b Level of satisfaction with how well kept informed of progress of case: 2008/09 – 2016/17

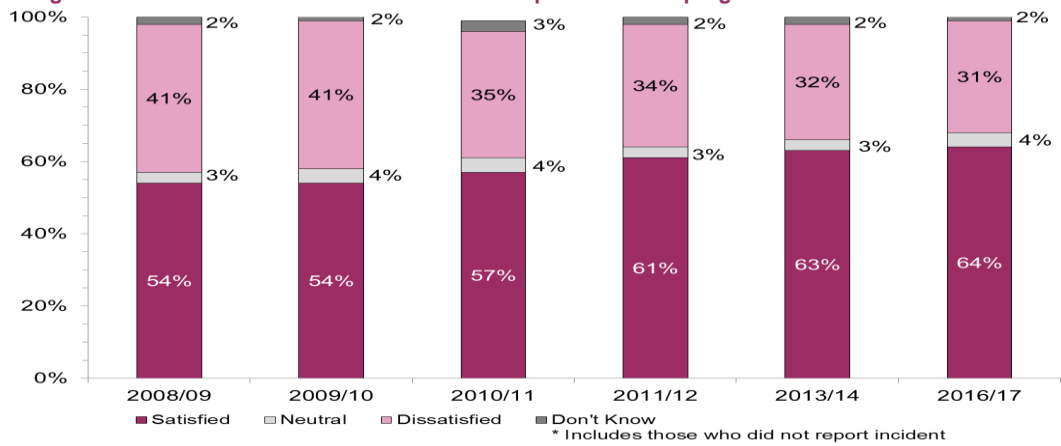


Figure 15c Level of satisfaction with way treated by staff in the CJS: 2008/09 – 2016/17

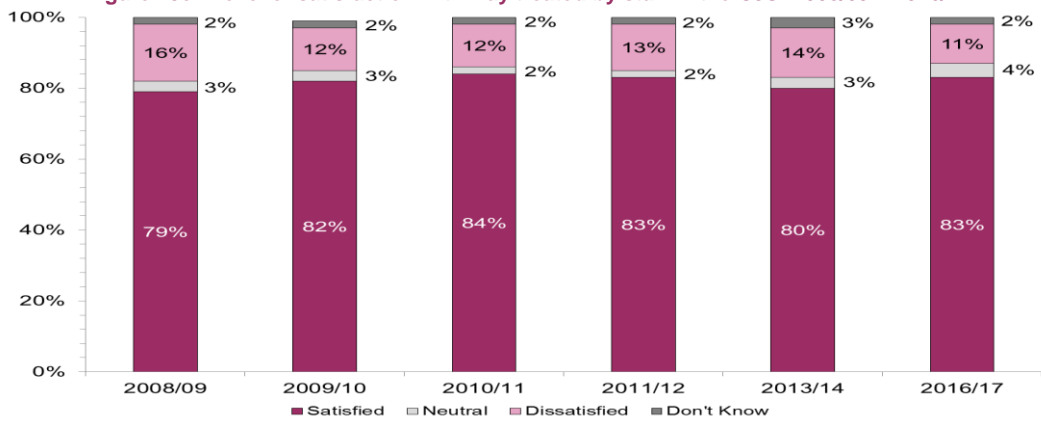
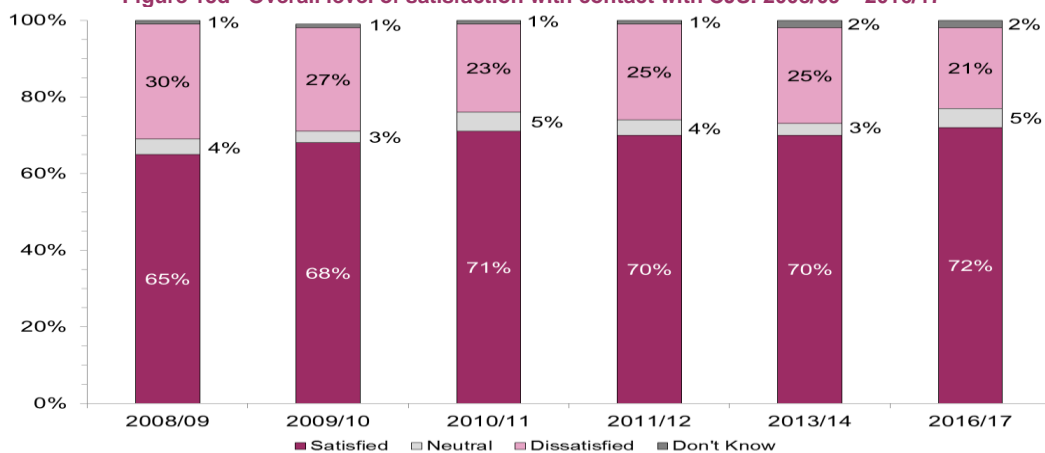


Figure 15d Overall level of satisfaction with contact with CJS: 2008/09 – 2016/17



Section 2:

Survey Findings Disaggregated at Victim/Witness Level

Survey findings disaggregated at victim/witness level

This section provides a series of tables detailing the survey findings disaggregated at victim/witness level; the summary overall findings are also included for completeness.

Significant changes between the 2011/12 and the 2016/17 findings are highlighted through colour coding (green equates with improved performance, red equates with poorer performance and amber equates with change of an ambivalent nature).

In contrast to Section 1 where the findings at overall level for each of the response options to the different questions were included in the tables, the detail provided in this section is more selective in nature. Thus, for example, in the case of questions relating to respondents' level of satisfaction with various aspects of the criminal justice system, only those figures relating to the '% satisfied' have been included. This contrasts with Section 1 where the additional figures relating to the '% neither satisfied nor dissatisfied' and the '% dissatisfied' were also included.

Giving a Statement

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q12a	Were you satisfied or dissatisfied with the way you were treated when giving your statement? (% satisfied) <i>All who gave statement to the police</i>	All	93	1,085	95	1,069	94	1,103	94	1,027	91	918	96	789	▲
		V	92	670	94	583	91	536	91	519	87	511	95	461	▲
		W	95	415	97	486	97	567	97	508	96	407	98	328	
Q13a	After your initial statement to the police, how long was it before you heard anything else officially about the progress of your case? (% who heard in less than 1 month) <i>All who gave statement to the police</i>	All	33	1,085	32	1,069	33	1,103	31	1,027	37	918	37	789	▲
		V	37	670	39	583	40	536	37	519	41	511	45	461	▲
		W	25	415	23	486	26	567	25	508	32	407	25	328	

Information Regarding Case Progression

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q14a	Who in the CJS kept you informed about how your case was progressing (i.e. whether a suspect had been identified, what any charges were, what the next developments would be)? (% citing CJS source) (Respondents could select more than one response option) <i>All</i>	<i>All</i>	63	1,124	63	1,125	66	1,158	70	1,078	73	975	79	843	▲
		<i>V</i>	70	696	71	618	70	562	74	548	73	540	84	494	▲
		<i>W</i>	51	428	53	507	62	596	66	530	73	435	73	349	▲
Q16a	Were you satisfied with how often you were kept informed about the progress of the case? ⁷ (% satisfied) <i>All</i>	<i>All</i>	-	-	58	1,125	60	1,158	62	1,078	65	975	66	843	
		<i>V</i>	-	-	59	618	56	562	58	548	62	540	65	494	▲
		<i>W</i>	-	-	57	507	65	596	66	530	68	435	68	349	
Q16c	Were you satisfied or dissatisfied with the information you received about the progress of your case? ⁷ (% satisfied) <i>All who had been kept informed by CJS source</i>	<i>All</i>	-	-	76	690	81	749	80	750	81	713	77	666	
		<i>V</i>	-	-	74	429	76	386	77	402	77	395	76	413	
		<i>W</i>	-	-	80	261	86	363	84	348	86	318	79	253	
Q7b	Were you given the name and contact details of the Officer in Charge of your case? ⁸ (% given contact) <i>All</i>	<i>All</i>	58	1,124	56	1,125	76	1,158	80	1,078	80	975	80	843	
		<i>V</i>	61	696	59	618	81	562	82	548	84	540	87	494	▲
		<i>W</i>	51	428	52	507	71	596	77	530	74	435	70	349	▼

⁷ These questions were restructured in the 2009/10 survey; comparative data for 2008/09 is not therefore available.

⁸ An alternative form of wording was used in 2008/09 and 2009/10 - 'Were you given the name or telephone number of someone you could ask about the progress of your case?'

Case Outcome

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q35	What best describes what happened in your case? (% citing each outcome)														
Case went to court <i>(excludes court ordered youth conference)</i>	All	48	1,124	45	1,125	52	1,158	53	1,078	51	975	48	843	▼	
	V	49	696	45	618	54	562	53	548	48	540	50	494		
	W	46	428	45	507	51	596	53	530	54	435	47	349		
Charges dropped	All	18	1,124	17	1,125	15	1,158	18	1,078	17	975	18	843		
	V	20	696	21	618	17	562	21	548	22	540	21	494		
	W	15	428	13	507	12	596	14	530	12	435	14	349		
Defendant given a caution or warning	All	11	1,124	11	1,125	9	1,158	7	1,078	10	975	12	843	▲	
	V	10	696	12	618	9	562	6	548	9	540	12	494	▲	
	W	13	428	9	507	8	596	8	530	11	435	12	349		
Youth Conference <i>(includes court ordered)</i>	All	5	1,124	6	1,125	5	1,158	5	1,078	3	975	1	843	▼	
	V	6	696	6	618	4	562	5	548	3	540	2	494	▼	
	W	4	428	6	507	5	596	5	530	2	435	1	349	▼	
Don't know	All	19	1,124	22	1,125	20	1,158	18	1,078	19	975	20	843		
	V	16	696	17	618	16	562	15	548	17	540	15	494		
	W	23	428	28	507	23	596	20	530	22	435	27	349	▲	

Youth Conference

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q21	Was the offender in your case referred for a Youth Conference:- (<i>% citing each source</i>)														
	(i) before going to court	All	33	57	26	65	34	53	20	54	27	49	38	29	
	<i>Cases where offender referred for Youth Conference</i>	V	34	41	24	34	35	23	19	27	26	27	32	19	
		W	31	16	29	31	33	30	22	27	27	22	50	10	
	(ii) as part of a court instruction	All	49	57	48	65	47	53	61	54	45	49	45	29	
	<i>Cases where offender referred for Youth Conference</i>	V	54	41	59	34	43	23	67	27	41	27	53	19	
		W	38	16	35	31	50	30	56	27	50	22	30	10	
Q34a	Were you satisfied or dissatisfied with the outcome of the Youth Conference? (<i>% satisfied</i>) <i>All where the offender attended Youth Conference and respondent knew outcome</i>	All	80	25	51	35	74	34	61	38	77	31	47	19	
		V	79	19	36	25	67	18	43	23	71	17	33	15	
		W	83	6	90	10	81	16	87	15	86	14	100	4	

Dropped Cases and Formal Police Warnings/Cautions

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q37	Were you contacted by the Police or PPS and given an explanation of the reasons why charges were dropped and a trial would not be held? (<i>% answering 'Yes'</i>) <i>All where case dropped or formal caution/warning issued</i>	All	48	325	46	315	50	269	57	267	53	266	54	253	
		V	60	205	50	203	51	146	62	149	54	169	59	164	
		W	28	120	38	112	49	123	49	118	51	97	44	89	
Q39a	Were you satisfied or dissatisfied with the outcome of your case? (case dropped or caution) (<i>% satisfied</i>) <i>All where case dropped or formal caution/warning issued</i>	All	44	325	47	315	43	269	42	267	46	266	45	253	
		V	36	205	40	203	34	146	34	149	38	169	38	164	
		W	58	120	60	112	54	123	53	118	59	97	58	89	

Attendance at the Trial/Hearing

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q41a	Were you asked to attend to give evidence at the trial/hearing (regardless of whether you actually did give evidence in the end)? (% answering 'Yes') <i>Cases that progressed to trial</i>	All	54	538	63	513	67	632	68	604	63	494	58	408	▼
		V	46	340	60	278	63	311	61	306	56	261	50	245	▼
		W	53	198	66	235	71	321	76	298	71	233	70	163	
Q41b	In the end did you give evidence at the trial/hearing? ⁹ (% answering 'Yes') <i>All asked to give evidence at trial/hearing</i>	All	30	292	24	321	26	427	29	416	26	312	25	238	
		V	25	155	25	167	32	196	32	189	25	146	23	124	
		W	36	137	22	154	21	231	26	227	27	166	26	114	
Q42	Did you attend the trial/hearing? (% answering 'Yes') <i>All where case progressed to trial</i>	All	43	538	53	513	53	632	57	604	54	494	40	408	▼
		V	37	340	48	278	49	311	49	306	47	261	33	245	▼
		W	55	198	59	235	57	321	65	298	61	233	50	163	▼

⁹ In the 2008/09 survey this question was asked of all respondents whose cases had progressed to trial. From 2009/10 onwards the question was directed only at those respondents who had been asked to attend the trial/hearing to give evidence. The 2008/09 findings have been adjusted to reflect the responses of this latter sub-group of respondents.

Pre-trial Concerns About Attending Court

		2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change	
		%	n	%	n	%	n	%	n	%	n	%	n		
Q47	Were you worried or concerned about any of the following..... (% who cited each concern)														
	Coming into contact with the defendant (and his/her supporters)	All	49	217	52	255	47	317	47	335	47	254	48	157	
		V	57	111	58	128	57	146	59	145	60	115	62	76	
	<i>All asked to give evidence and attended court</i>	W	42	106	46	127	38	171	38	190	36	139	36	81	
	Intimidating behaviour of the defendant or his/her supporters	All	42	217	50	255	41	317	42	335	38	254	46	157	
		V	57	111	58	128	54	146	52	145	51	115	61	76	
	<i>All asked to give evidence and attended court</i>	W	27	106	43	127	30	171	35	190	27	139	33	81	
	Not knowing enough about the court process/environment	All	35	217	35	255	31	317	33	335	25	254	28	157	
	<i>All asked to give evidence and attended court</i>	V	36	111	37	128	36	146	38	145	27	115	33	76	
		W	34	106	34	127	26	171	30	190	23	139	23	81	
	Being cross examined	All	27	217	35	255	32	317	35	335	31	254	33	157	
		V	28	111	35	128	37	146	36	145	41	115	32	76	
	<i>All asked to give evidence and attended court</i>	W	25	106	35	127	28	171	34	190	24	139	35	81	
	Feeling pressured by the police or other officials	All	6	217	9	255	9	317	11	335	8	254	8	157	
	<i>All asked to give evidence and attended court</i>	V	11	111	11	128	13	146	13	145	11	115	9	76	
		W	2	106	8	127	5	171	9	190	5	139	6	81	
	How to get to court	All	3	217	8	255	5	317	8	335	3	254	7	157	
		V	1	111	8	128	8	146	10	145	3	115	7	76	
	<i>All asked to give evidence and attended court</i>	W	5	106	9	127	3	171	6	190	3	139	7	81	
	Travel	All	7	217	9	255	8	317	8	335	11	254	7	157	
		V	6	111	9	128	8	146	11	145	17	115	11	76	
	<i>All asked to give evidence and attended court</i>	W	8	106	9	127	7	171	6	190	7	139	4	81	

		2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change	
		%	n	%	n	%	n	%	n	%	n				
Q47	Were you worried or concerned about any of the following..... (% who cited each concern)														
	Dependants/childcare	All	7	217	7	255	8	317	8	335	9	254	7	157	
		V	13	111	10	128	13	146	12	145	10	115	11	76	
	<i>All asked to give evidence and attended court</i>	W	2	106	4	127	3	171	5	190	8	139	4	81	
	Expenses Involved	All	18	217	16	255	13	317	17	335	17	254	17	157	
		V	18	111	16	128	16	146	21	145	23	115	18	76	
	<i>All asked to give evidence and attended court</i>	W	18	106	17	127	11	171	14	190	12	139	15	81	
	Having time off work	All	27	217	24	255	26	317	26	335	20	254	22	157	
		V	26	111	22	128	25	146	36	145	21	115	28	76	
	<i>All asked to give evidence and attended court</i>	W	28	106	25	127	26	171	19	190	19	139	16	81	
	Loss of personal time	All	28	217	22	255	22	317	25	335	22	254	24	157	
		V	31	111	24	128	26	146	31	145	24	115	28	76	
	<i>All asked to give evidence and attended court</i>	W	25	106	20	127	18	171	21	190	20	139	21	81	

Notification of Court Date

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q51b	How long before the case started were you informed about the date of the trial? (% informed over one month before trial) <i>All asked to give evidence who remembered being informed of the date of the trial</i>	All	47	209	49	245	48	313	49	327	39	247	33	151	▼
		V	46	109	46	125	40	145	50	141	41	111	37	75	
		W	48	100	52	120	55	168	48	186	38	136	29	76	▼

Pre-Trial Court Familiarisation Visit

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q61	Were you ever offered the opportunity to visit the court in advance to familiarise yourself with it? This is where you are given the chance to visit the court to see what it is like before the trial starts. (% answering 'Yes') <i>All asked to give evidence and attended trial</i>	All	27	217	38	255	46	317	48	335	51	254	59	157	▲
		V	30	111	38	128	42	146	57	145	52	115	61	76	
		W	24	106	39	127	49	171	42	190	50	139	57	81	▲
Q62	Did you accept the offer? (% answering 'Yes') <i>All offered a pre-trial court familiarisation visit</i>	All	41	58	26	97	37	145	38	161	32	130	51	92	▲
		V	39	33	25	48	47	62	35	82	38	60	54	46	▲
		W	44	25	27	49	29	83	41	79	26	70	48	46	

Information Received in the Lead up to the Trial

		2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change	
		%	n	%	n	%	n	%	n	%	n	%	n		
Q65	In the lead up to the trial were you given any information about.....(% reporting enough information had been given)														
	How much time would be involved in being a witness in court	All	26	217	32	255	34	317	39	335	46	254	42	157	
	<i>All asked to give evidence and attended court</i>	V	23	111	34	128	31	146	38	145	40	115	45	76	
		W	30	106	30	127	37	171	39	190	50	139	40	81	
	What you needed to bring with you to court	All	46	217	47	255	52	317	59	335	66	254	58	157	
	<i>All asked to give evidence and attended court</i>	V	47	111	50	128	46	146	59	145	63	115	55	76	
		W	44	106	45	127	58	171	59	190	68	139	60	81	
	What time you needed to arrive at court	All	89	217	90	255	89	317	91	335	91	254	92	157	
	<i>All asked to give evidence and attended court</i>	V	86	111	89	128	86	146	92	145	90	115	97	76	
		W	92	106	91	127	91	171	90	190	91	139	88	81	
	How to get to court	All	52	217	57	255	58	317	65	335	72	254	71	157	
	<i>All asked to give evidence and attended court</i>	V	52	111	66	128	53	146	62	145	72	115	78	76	▲
		W	51	106	47	127	63	171	67	190	72	139	65	81	
	Where to go when you arrived in court	All	54	217	57	255	62	317	66	335	71	254	81	157	▲
	<i>All asked to give evidence and attended court</i>	V	50	111	58	128	55	146	65	145	69	115	87	76	▲
		W	58	106	56	127	68	171	67	190	73	139	75	81	
	Who to contact when you arrived at court	All	51	217	56	255	59	317	63	335	68	254	73	157	▲
	<i>All asked to give evidence and attended court</i>	V	50	111	59	128	53	146	62	145	69	115	78	76	▲
		W	52	106	54	127	64	171	63	190	68	139	68	81	
	What would happen in court	All	49	217	45	255	54	317	55	335	63	254	65	157	▲
	<i>All asked to give evidence and attended court</i>	V	47	111	48	128	50	146	56	145	63	115	70	76	▲
		W	52	106	41	127	57	171	54	190	63	139	60	81	
	How long you would need to wait after arriving in court before being called to give evidence	All	25	217	30	255	35	317	36	335	43	254	39	157	
	<i>All asked to give evidence and attended court</i>	V	23	111	35	128	34	146	39	145	37	115	41	76	
		W	28	106	25	127	37	171	33	190	47	139	37	81	

Original Statement to the Police

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q64	Did you receive a copy of your original statement to the police, or see a video of your recorded statement, if you made one, before the court case? ¹⁰ (% answering 'Yes') <i>All asked to give evidence and attended court</i>	All	87	217	87	255	86	317	87	335	89	254	79	157	▼
		V	87	111	88	128	82	146	88	145	85	115	82	76	
		W	87	106	87	127	89	171	86	190	91	139	77	81	

Satisfaction with How Dealt with in Lead up to the Trial

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q68a	Overall, were you satisfied or dissatisfied with the information you received to prepare you for going to court prior to the trial date? (% satisfied) <i>All asked to give evidence and attended court</i>	All	74	217	82	255	78	317	79	335	87	254	89	157	▲
		V	72	111	86	128	70	146	83	145	83	115	89	76	
		W	76	106	77	127	85	171	76	190	89	139	89	81	▲
Q70a	Overall, were you satisfied or dissatisfied with how you were dealt with prior to attending court? (% satisfied) <i>All asked to give evidence and attended court</i>	All	77	217	84	255	81	317	83	335	88	254	87	157	
		V	73	111	83	128	74	146	80	145	85	115	86	76	
		W	82	106	86	127	88	171	85	190	91	139	89	81	

¹⁰ The question wording was amended in 2010/11 to incorporate reference to video recorded statement.

Attendance at Court

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q56	On how many days did you have to go to court (including days where you attended but did not give evidence)? (<i>% reporting more than 1 day</i>) <i>All asked to give evidence and attended court</i>	All	39	217	29	255	31	317	37	335	24	254	32	157	
		V	39	111	31	128	34	146	39	145	29	115	30	76	
		W	39	106	27	127	29	171	35	190	21	139	35	81	
Q57	On how many of these days did you actually give evidence? (<i>% answering none</i>) <i>All asked to give evidence and attended court</i>	All	60	217	70	255	66	317	64	335	68	254	66	157	
		V	65	111	67	128	59	146	60	145	69	115	64	76	
		W	55	106	73	127	73	171	68	190	67	139	68	81	

Waiting Time at Court

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q80	During the time you spent waiting at the court, were you put in a separate waiting room from the witnesses for the other side (i.e. the defence witnesses) or did both sides wait in the same area? (% reporting separate waiting room) <i>All who attended court</i>	All	61	217	66	273	69	325	74	345	79	262	84	161	▲
		V	59	111	69	134	71	146	73	150	85	123	89	81	▲
		W	63	106	63	139	66	179	75	195	74	139	80	80	
Q89	On the first day you gave evidence in the case, how long did you have to wait from the time you arrived at court to the time you went in to give evidence? (% reporting 'more than 4 hours') <i>All who ultimately gave evidence</i>	All	31	84	23	75	35	109	28	119	31	83	26	57	
		V	22	36	20	41	34	61	22	59	36	36	33	30	
		W	38	48	26	34	35	48	33	60	28	47	19	27	
Q90	How often, if at all, were you kept informed of what was going on while you were waiting? (% reporting hourly or more frequent updates) <i>All who ultimately gave evidence</i>	All	58	84	64	75	61	109	60	119	64	83	74	57	
		V	58	36	66	41	62	61	64	59	56	36	80	30	
		W	58	48	62	34	60	48	55	60	70	47	67	27	

Notification and Reasons Why Evidence not required

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q85	At what stage were you told that your evidence would not be needed? (% told after waiting 2+ hours at court) <i>All asked to give evidence but subsequently told that evidence not needed</i>	All	52	132	55	180	55	242	50	228	51	188	37	109	▼
		V	55	69	56	86	57	94	51	96	46	90	32	56	▼
		W	48	63	54	94	53	148	50	132	55	98	42	53	
Q86a	What reasons, if any, were you given for not being needed to give evidence in court? (% Defendant pleaded guilty) <i>All asked to give evidence but subsequently told that evidence not needed</i>	All	75	132	76	183	74	248	77	228	80	193	78	109	
		V	75	69	77	87	69	99	79	96	80	94	80	56	
		W	75	63	75	96	77	149	75	132	81	99	75	53	

The Court Experience

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	%	%	n	%	n	
Q83a	In general, did you understand what was happening in court while you were there? (% answering 'Yes') <i>All asked to give evidence and attended court</i>	All	82	217	83	255	86	317	87	335	94	254	93	157	▲
		V	77	111	81	128	82	146	85	145	92	115	97	76	▲
		W	86	106	85	127	90	171	89	190	96	139	89	81	
Q110	In general, did you understand what was happening in court while you were there? (% answering 'Yes') <i>All not asked to give evidence but attended court</i>	All	76	17	89	18	88	16	90	10	73	11	50	6	
		V	73	15	67	6	83	6	80	5	63	8	50	6	
		W	100	2	100	12	90	10	100	5	100	3	-	-	
Q91	Overall, were you generally satisfied or dissatisfied with the consideration shown to you before giving evidence in court? (% satisfied) <i>All who ultimately gave evidence</i>	All	74	84	77	75	71	109	73	119	83	83	93	57	▲
		V	72	36	76	41	69	61	73	59	81	36	90	30	▲
		W	75	48	79	34	73	48	73	60	85	47	96	27	▲
Q92	Did you meet, or were you introduced to, the PPS lawyer before entering the courtroom? (% answering 'Yes') <i>All who ultimately gave evidence</i>	All	71	84	64	75	64	109	70	119	65	83	82	57	
		V	75	36	68	41	61	61	78	59	75	36	90	30	
		W	69	48	59	34	69	48	62	60	57	47	74	27	
Q93	Did you feel that the PPS lawyer was courteous or discourteous in his/her treatment of you? (% answering 'Courteous') <i>All who met PPS lawyer prior to entering courtroom</i>	All	92	60	96	48	93	70	95	83	93	54	100	47	▲
		V	89	27	93	28	89	37	93	46	89	27	100	27	
		W	94	33	100	20	97	33	97	37	96	27	100	20	
Q95	Did you feel that the barrister for the other side was courteous or discourteous in his/her treatment of you? (% answering 'Courteous') <i>All who were cross examined</i>	All	50	76	46	68	40	96	37	109	46	70	40	48	
		V	38	32	44	36	27	52	25	52	30	33	33	24	
		W	59	44	47	32	55	44	47	57	59	37	46	24	

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q96	Did you feel that the magistrate or judge was courteous or discourteous in his/her treatment of you? (% answering 'Courteous') <i>All who ultimately gave evidence</i>	All	88	84	84	75	88	109	89	119	89	83	93	57	
		V	81	36	85	41	87	61	86	59	86	36	90	30	
		W	94	48	82	34	90	48	92	60	91	47	96	27	
Q100	Overall, did you feel that you were dealt with fairly or unfairly whilst giving evidence? (% answering 'Fairly') <i>All who ultimately gave evidence</i>	All	88	84	84	75	76	110	80	120	88	83	91	58	▲
		V	81	36	88	41	65	62	80	59	78	36	90	30	
		W	94	48	79	34	92	48	80	61	96	47	93	28	
Q119a	Overall, were you satisfied or dissatisfied with your experience at court? (% answering 'Satisfied') <i>All who attended court</i>	All	69	234	78	273	75	334	72	345	76	266	74	163	
		V	64	126	77	134	68	152	68	150	69	123	65	82	
		W	73	108	78	139	80	182	74	195	82	143	83	81	

Feelings of Safety

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q76a	How safe did you feel before going into court? (% who felt safe) <i>All who attended court</i>	All	74	234	74	273	78	334	78	345	80	266	79	163	
		V	68	126	69	134	68	152	71	150	76	123	76	82	
		W	81	108	79	139	86	182	83	195	84	143	83	81	
Q97	When you were in the courtroom, did you feel safe or unsafe? (% who felt safe) <i>All who ultimately gave evidence</i>	All	92	84	83	75	87	109	82	119	90	83	91	57	
		V	89	36	80	41	84	61	83	59	83	36	83	30	
		W	94	48	85	34	92	48	82	60	96	47	100	27	▲
Q109a	When you were in court did you feel safe or unsafe? (% who felt safe) <i>All not asked to give evidence but attended court</i>	All	82	17	89	18	81	16	60	10	73	11	83	6	
		V	80	15	100	6	67	6	60	5	75	8	83	6	
		W	100	2	83	12	90	10	60	5	67	3	-	-	
Q120a	Was there any point in the whole process where you or your family felt intimidated? (% answering 'Yes') <i>All</i>	All	25	1,124	25	1,125	22	1,158	24	1,078	24	975	24	843	
		V	31	696	31	618	30	562	32	548	31	540	30	494	
		W	16	428	17	507	14	596	15	530	16	435	16	349	
Q120c	Where did this intimidation occur? (% intimidated in court building or in court room) <i>All who felt intimidated</i>	All	17	286	24	280	25	255	25	256	23	235	16	206	▼
		V	15	217	21	191	22	171	22	178	20	166	11	149	▼
		W	25	69	29	89	32	84	32	78	28	69	28	57	

Expenses/Compensation

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q102a	Did you receive a witness expenses claim to fill in? (% answering 'Yes') <i>All asked to give evidence and attended court</i>	All	77	217	80	255	82	318	82	336	80	254	75	158	
		V	73	111	79	128	73	147	79	145	76	115	75	76	
		W	82	106	80	127	89	171	84	191	83	139	76	82	
Q140a	How satisfied or dissatisfied have you been with the service you have received from the Compensation Agency? (% satisfied) <i>All victims who applied for compensation</i>	All	47	68	52	66	56	68	54	69	51	76	52	48	
		V	47	68	52	66	56	68	54	69	51	76	52	48	
		W	-	-	-	-	-	-	-	-	-	-	-	-	-

Case Outcome and Sentence

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q112	Did you find out what the outcome of the case was? (% answering 'Yes') <i>All where there was a trial</i>	All	81	538	82	513	79	632	82	604	83	494	83	408	
		V	84	340	86	278	83	311	88	306	88	261	88	245	
		W	76	198	77	235	76	321	75	298	77	233	76	163	
Q116	Did you think the outcome of the case was fair? (% answering 'Yes') <i>All where there was a trial and who knew the outcome</i>	All	68	437	78	421	77	502	74	493	74	410	64	339	▼
		V	65	287	75	240	75	259	74	269	67	230	60	215	▼
		W	74	150	82	181	79	243	74	224	83	180	71	124	
Q117	Do you know what the sentence was? (% answering 'Yes') <i>All where there was a trial and offender found/pleaded guilty</i>	All	75	352	76	360	70	411	76	416	77	341	75	278	
		V	79	232	81	210	75	209	85	233	85	191	83	175	
		W	66	120	69	150	64	202	65	183	65	150	62	103	
Q118a	Did you feel that the sentence given was fair? (% answering 'Yes') <i>All where there was a trial and offender found/pleaded guilty and who knew what sentence was</i>	All	54	263	51	273	52	286	55	317	55	261	55	209	
		V	53	184	51	170	45	157	55	198	48	163	52	145	
		W	56	79	50	103	62	129	56	119	65	98	59	64	

Voluntary Support Services

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q147a	Did you have contact with Victim Support at any stage in the process? (% answering 'Yes') <i>2008/09 – Victims only 2009/10 – 2016/17 – All</i>	All	31	696	24	1,125	22	1,158	30	1,078	27	975	39	843	▲
		V	31	696	31	618	28	562	33	548	31	540	47	494	▲
		W	¹¹	-	16	507	16	596	27	530	22	435	28	349	
Q149a	Overall, were you satisfied or dissatisfied with the contact you had with Victim Support? (% satisfied) <i>All who had contact with Victim Support</i>	All	85	217	86	271	91	257	87	323	87	263	86	329	
		V	85	217	84	189	88	159	84	181	85	167	83	230	
		W	¹¹	-	89	82	95	98	92	142	91	96	93	99	
Q72a	Did you receive support from the Adult Witness Service or the Young Witness Service? (% answering 'Yes') <i>All who attended court</i>	All	23	234	34	273	46	335	46	346	44	266	62	164	▲
		V	27	126	35	134	54	153	48	150	50	123	66	82	▲
		W	19	108	34	139	38	182	44	196	39	143	59	82	▲
Q73a	Overall, were you satisfied or dissatisfied with the support that the Adult Witness Service/Young Witness Service provided? (% satisfied) <i>All who received support from AWS/YWS</i>	All	98	55	96	98	97	153	94	158	95	117	99	102	▲
		V	97	34	96	49	98	83	96	72	92	61	100	54	
		W	100	21	96	49	97	70	93	86	98	56	98	48	

¹¹ In 2008/09 this question was asked only of victims.

Victim Information Schemes

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q153a	Are you aware of the Prisoner Release Victim Information Scheme? ¹²¹ (% answering 'Yes') <i>All victims where offender found/pleaded guilty and received sentence of 6 months or more</i>	All	19	81	21	34	27	44	29	48	35	37	19	36	
		V	19	81	21	34	27	44	29	48	35	37	19	36	
		W	-	-	-	-	-	-	-	-	-	-	-	-	-
Q154a	Did you register with the scheme? (% answering 'Yes') <i>All victims who were aware of the PRVIS</i>	All	27	15	29	7	33	12	21	14	8	13	0	7	
		V	27	15	29	7	33	12	21	14	8	13	0	7	
		W	-	-	-	-	-	-	-	-	-	-	-	-	-
Q156a	Are you aware of the Probation Board for Northern Ireland Victim Information Scheme? (% answering 'Yes') <i>All victims where offender received probation supervised sentence</i>	All	24	34	24	70	17	63	27	71	15	73	15	60	
		V	24	34	24	70	17	63	27	71	15	73	15	60	
		W	-	-	-	-	-	-	-	-	-	-	-	-	-
Q157a	Did you register with the scheme? (% answering 'Yes') <i>All victims who were aware of the PBNI VIS</i>	All	0	8	6	17	18	11	21	19	0	11	0	9	▼
		V	0	8	6	17	18	11	21	19	0	11	0	9	▼
		W	-	-	-	-	-	-	-	-	-	-	-	-	-

¹² In 2008/09 all victims regardless of the length of prison sentence were asked about the Prisoner Release Victim Information Scheme.

Likelihood of Future Engagement with the Criminal Justice System

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change	
			%	n	%	n	%	n	%	n	%	n	%	n		
Q107	If you were asked to be a witness in a criminal trial again, how likely would you be to agree to take part? (% who stated they would be likely to agree) <i>All who ultimately gave evidence</i>	All	56	84	51	75	51	110	53	120	63	83	62	58		
		V	44	36	59	41	42	62	54	59	56	36	60	30		
		W	65	48	41	34	63	48	52	61	68	47	64	28		
Q145a	If you witnessed the same type of crime in the future, would you report the incident to the police? (% answering 'Yes') <i>All witnesses</i>	All	88	428	89	507	89	596	87	530	86	435	89	349		
		V	-	-	-	-	-	-	-	-	-	-	-	-	-	
		W	88	428	89	507	89	596	87	530	86	435	89	349		
Q151a	If you became the victim of a similar crime again, would you report the incident to the police? (% answering 'Yes') <i>All victims</i>	All	83	696	83	618	80	562	81	548	78	540	85	494		
		V	83	696	83	618	80	562	81	548	78	540	85	494		
		W	-	-	-	-	-	-	-	-	-	-	-	-	-	

Overall Satisfaction with the Criminal Justice System¹³

			2008/09		2009/10		2010/11		2011/12		2013/14		2016/17		change
			%	n	%	n	%	n	%	n	%	n	%	n	
Q174	In general, were you satisfied or dissatisfied with the information you were given about the CJS process? ¹⁴ (% satisfied) <i>All except those involved in cases which were dealt with by means of a formal caution or warning</i>	All	65	996	66	1,003	68	1,060	69	998	70	875	72	742	
		V	62	629	64	543	63	512	66	514	63	489	71	434	
		W	67	371	68	457	73	545	73	486	76	389	73	308	
Q175	Thinking about from when you first reported this incident to now, are you satisfied or dissatisfied with how well you have been kept informed of the progress of your case? ¹⁴ (% satisfied) <i>All except those involved in cases which were dealt with by means of a formal caution or warning</i>	All	54	996	54	1,003	57	1,060	61	998	63	875	64	742	
		V	53	629	55	543	52	512	57	514	59	489	65	434	▲
		W	56	371	52	457	61	545	64	486	68	389	62	308	
Q176	Were you satisfied with the way you were treated by staff in the CJS? ¹⁴ (% satisfied) <i>All except those involved in cases which were dealt with by means of a formal caution or warning</i>	All	79	996	82	1,003	84	1,060	83	998	80	875	83	742	
		V	74	629	77	543	77	512	77	514	73	489	81	434	
		W	85	371	87	457	89	545	88	486	87	389	85	308	
Q177	Overall were you satisfied with the contact you've had with the CJS? ¹⁴ (% satisfied) <i>All except those involved in cases which were dealt with by means of a formal caution or warning</i>	All	65	996	68	1,003	71	1,060	70	998	70	875	72	742	
		V	62	629	65	543	64	512	66	514	62	489	69	434	
		W	70	371	71	457	77	545	74	486	78	389	75	308	

¹³ Respondents whose cases were dealt with by means of a formal police caution or warning were excluded from the analysis in this section

¹⁴ The overall findings have been weighted to reflect the victim/witness balance in the original population from which the sample was drawn

Appendix I:

Technical Details

Eligible and Ineligible Offence Categories for the Purposes of NIVAWS

Offences eligible for inclusion	Offences ineligible for inclusion
Violence against the person	Drugs offences
Theft/handling stolen goods	Sexual offences
Burglary	Crimes involving a fatality
Robbery	Domestic violence
Criminal damage	Motoring offences
Offences against the state	Fraud and forgery
	All other offences

Number of 'Leads' at Each Stage of Data Validation Exercise: 2016/17

Number of leads remaining at each stage of data validation exercise	
Total leads provided in original PPS database (i.e. includes duplicates, ineligible offences, non contactables etc.):	31,027
Total eligible leads (i.e. with duplicates and ineligible offences excluded):	
- Victims	6,961
- Witnesses	7,513
Total 'clean' leads (i.e. with 'non-contactables' excluded):	
- Victims	6,725
- Witnesses	6,666
Total leads issued with opt-out letter:	
- Victims	6,520
- Witnesses	6,557
Total leads receiving telephone call:	
- Victims	6,023
- Witnesses	6,101

Appendix II:

Questionnaire Extract

Relevant Extract from NIVAWS Questionnaire

GIVING A STATEMENT

ASK ALL VICTIMS AND ALL WITNESSES

Q7b	Were you given the name and contact details of the Officer in Charge of your case?		
	Yes	1	
	No	2	
	Don't know	3	

ASK ALL VICTIMS AND WITNESSES WHO GAVE A STATEMENT TO THE POLICE

Q12a	Were you satisfied or dissatisfied with the way you were treated when giving your statement? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied once they have replied		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

ASK ALL VICTIMS AND WITNESSES WHO GAVE A STATEMENT TO THE POLICE

Q13a	After your initial statement to the police, how long was it before you heard anything else officially about the progress of your case? NOTE: If more than one statement, how long after the FINAL statement?		
	Within a week	1	
	Over a week but within a month	2	
	Over a month but within two months	3	
	Over two months but within three months	4	
	Over three months but within six months	5	
	Over six months but within a year	6	
	Over a year	7	
	Did not hear anything else officially	8	
	Don't know	9	

INFORMATION REGARDING CASE PROGRESSION

ASK ALL VICTIMS AND WITNESSES

Q14a	Your case would have initially been handled by the police and then considered by the Public Prosecution Service (PPS) who decide whether there is a case for prosecution. Who in the criminal justice system kept you informed about how your case was progressing (i.e. whether a suspect had been identified, what any charges were, what the next developments would be)? NOTE: If respondent mentions solicitor, confirm if prosecution solicitor (PPS) and code as '1', otherwise code as 'Other' '8' MULTIPLE RESPONSE		
	PPS (admin/solicitor/lawyer)	1	
	Police	2	
	Victim Support's Adult Witness Service	3	
	Young Witness Service (provided by NSPCC)	4	
	Victim Support	5	
	Court staff/letter from court	6	
	Youth Justice Agency/Youth Conference	7	
	Other source (Please specify below)	8	
	I was not kept informed	9	
	Don't know	10	

ASK ALL VICTIMS AND WITNESSES

Q16a	Were you satisfied or dissatisfied with <u>how often</u> you were kept informed about the progress of your case? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied?		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

ASK ALL VICTIMS AND WITNESSES WHO WERE KEPT INFORMED ABOUT THE PROGRESS OF THEIR CASE

Q16c	Overall, were you satisfied or dissatisfied with the information you received about the progress of your case? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied?		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

ASK ALL VICTIMS AND ALL WITNESSES WHERE MAIN OFFENDER UNDER 18 AND REFERRED FOR A YOUTH CONFERENCE

Q21	Was the offender in your case referred for a Youth Conference (i) before going to court (also known as a diversionary youth conference) or (ii) as part of a court instruction?		
	Before going to court	1	
	As part of a court instruction	2	
	Don't know	3	

ASK ALL VICTIMS AND WITNESSES WHO KNEW THE OUTCOME OF THE YOUTH CONFERENCE

Q34a	Were you satisfied or dissatisfied with the outcome of the youth conference? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied?		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

ASK ALL VICTIMS AND ALL WITNESSES WHERE MAIN DEFENDANT AGED UNDER 18 BUT NOT DEALT WITH BY MEANS OF A YOUTH CONFERENCE (DIVERSIONARY OR COURT ORDERED), OR WHERE MAIN DEFENDANT REFERRED FOR A YOUTH CONFERENCE AS PART OF A COURT INSTRUCTION AND ALL VICTIMS AND WITNESSES WHERE MAIN DEFENDANT WAS AGED 18 OR OVER

Q35	Which of the following best describes what happened in your case?		
	The case went to court for a trial or a hearing (NOTE: this includes cases where there will have been a hearing to decide the sentence)	1	
	The charges were dropped and no court case held	2	
	The offender received a formal police caution or warning	3	
	Don't know	4	

CHARGES DROPPED

ASK ALL VICTIMS AND WITNESSES INVOLVED IN CASES WHERE THERE WAS NO HEARING OR TRIAL AND NO DIVERSIONARY YOUTH CONFERENCE (I.E. CASES WHICH WERE DROPPED OR WHERE A CAUTION WAS ISSUED)

Q37	Were you contacted by the Police or Public Prosecution Service and given an explanation of the reasons why charges were dropped and a trial would not be held?		
	Yes	1	
	No	2	
	Don't know	3	

ASK ALL WHERE THERE WAS NO HEARING OR TRIAL AND NO DIVERSIONARY YOUTH CONFERENCE (I.E. DROPPED CASE/CAUTION)

Q39a	Were you satisfied or dissatisfied with the outcome of your case? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied?		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

FILTER QUESTIONS TO DISTINGUISH DIFFERENT RESPONDENT GROUPS

ASK ALL VICTIMS AND WITNESSES INVOLVED IN CASES WHICH PROGRESSED TO TRIAL/HEARING

Q41a	Were you asked to attend to give evidence at the trial/hearing (regardless of whether you actually did give evidence in the end)?		
	Yes	1	
	No	2	
	Don't know	3	
Q41b	In the end, did you give evidence at the trial/hearing?		
	Yes	1	
	No	2	
	Don't know	3	

ASK ALL VICTIMS AND WITNESSES INVOLVED IN CASES WHICH PROGRESSED TO TRIAL/HEARING

Q42	Did you attend the trial/hearing?		
	Yes	1	
	No	2	

CONCERNS ABOUT ATTENDING COURT

ASK OF ALL ASKED TO GIVE EVIDENCE (REGARDLESS OF WHETHER THEY GAVE EVIDENCE)

WHO ATTENDED COURT FOR THE TRIAL/HEARING

Q47	Can you tell me by answering 'Yes' or 'No' to each, if you were at all worried or concerned about any of the following....? READ OUT - RANDOMISE ORDER BUT KEEP 'L' AT END SINGLE CODE FOR EACH ITEM			
		Yes	No	Don't know/ remember/ not applicable
A	Coming into contact with the defendant (and his/her supporters)	1	2	3
B	Intimidating behaviour of the defendant or his/her supporters	1	2	3
C	Not knowing enough about the court process/environment	1	2	3
D	Being cross-examined	1	2	3
E	Feeling pressured by the police or other officials	1	2	3
F	How to get to court	1	2	3
G	Travel	1	2	3
H	Dependants/childcare	1	2	3
I	Expenses involved	1	2	3
J	Having time off work	1	2	3
K	Loss of personal time	1	2	3
L	Any other concerns	1	2	3

LETTER ADVISING OF DATE OF TRIAL

ASK ALL WHO REMEMBER HOW THEY WERE INFORMED ABOUT THE DATE OF THE TRIAL

Q51b	How long before the case started did you receive this letter/communication?		
	The day before the case	1	
	Two days before the case	2	
	Three days to a week before the case	3	
	Longer than one week but less than two weeks before the case	4	
	Two weeks to a month before the case	5	
	Over a month before the case	6	
	Don't know	7	

COURT ATTENDANCE

ASK ALL ASKED TO GIVE EVIDENCE (REGARDLESS OF WHETHER THEY GAVE EVIDENCE) WHO ATTENDED COURT FOR THE TRIAL/HEARING

Q56	On how many days did you have to go to court in this case? This includes any days where you were asked to attend court but did not give evidence?		
	One day	1	
	Two days	2	
	Three days	3	
	Four days	4	
	Five days or more	5	
	Don't know	6	

ASK ALL ASKED TO GIVE EVIDENCE (REGARDLESS OF WHETHER THEY GAVE EVIDENCE) WHO ATTENDED COURT FOR THE TRIAL/HEARING

Q57	On how many of these days did you actually give evidence?		
	None – My evidence was not heard		
	One day	1	
	Two days	2	
	Three days	3	
	Four days	4	
	Five days or more	5	
	Don't know	6	

COURT FAMILIARISATION VISIT

ASK ALL ASKED TO GIVE EVIDENCE (REGARDLESS OF WHETHER THEY GAVE EVIDENCE) WHO ATTENDED COURT FOR THE TRIAL/HEARING

Q61	Were you offered the opportunity to visit the court in advance to familiarise yourself with it? This is where you are given the chance to visit the court to see what it is like before the trial starts.		
	Yes	1	
	No	2	
	Don't know	3	

ASK ALL VICTIMS AND WITNESSES OFFERED A COURT FAMILIARISATION VISIT

Q62	Did you accept the offer?		
	Yes	1	
	No	2	
	Don't know	3	

INFORMATION RECEIVED IN LEAD UP TO TRIAL

ASK ALL ASKED TO GIVE EVIDENCE (REGARDLESS OF WHETHER THEY GAVE EVIDENCE) WHO ATTENDED COURT FOR THE TRIAL/HEARING

Q64	Did you receive a copy of your original statement to the police, or see a video of your recorded statement, if you made one, before the court case?		
	Yes	1	
	No	2	
	Don't know	3	

ASK ALL ASKED TO GIVE EVIDENCE (REGARDLESS OF WHETHER THEY GAVE EVIDENCE) WHO ATTENDED COURT FOR THE TRIAL/HEARING

Q65	Now thinking about all the information you received in the lead up to the trial. Were you given any information about....? READ OUT - RANDOMISE ORDER SINGLE CODE FOR EACH ITEM				
		Yes – enough info given	Yes – Some info given but would have liked more	No info given	Don't know
A	How much time would be involved in being a witness in court	1	2	3	4
B	What you needed to bring with you to court	1	2	3	4
C	What time you needed to arrive at court	1	2	3	4
D	How to get to court	1	2	3	4
E	Where to go when you arrived at court	1	2	3	4
F	Who to contact when you arrived at court	1	2	3	4
G	What would happen in court	1	2	3	4
H	How long you would need to wait after arriving at court before being called to give evidence	1	2	3	4

ASK ALL ASKED TO GIVE EVIDENCE (REGARDLESS OF WHETHER THEY GAVE EVIDENCE) WHO ATTENDED COURT FOR THE TRIAL/HEARING

Q68a	Overall were you satisfied or dissatisfied with the information you received to prepare you for going to court prior to the trial date? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied?		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

OVERALL SATISFACTION WITH HOW DEALT WITH PRIOR TO ATTENDING COURT

ASK ALL ASKED TO GIVE EVIDENCE (REGARDLESS OF WHETHER THEY GAVE EVIDENCE) WHO ATTENDED COURT FOR THE TRIAL/HEARING

Q70a	Overall were you satisfied or dissatisfied with how you were dealt with <u>prior</u> to attending court? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied?		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

SUPPORT FROM ADULT WITNESS/YOUNG WITNESS SERVICE

ASK ALL WHO ATTENDED COURT FOR THE TRIAL/HEARING OR WHO GAVE VIDEO-LINK EVIDENCE

Q72a	Did you receive support from either Victim Support's Witness Service or the NSPCC's Young Witness Service?		
	Yes – received support from Victim Support's Witness Service	1	
	Yes – received support from Young Witness Service (provided by NSPCC)	2	
	Yes – but not sure whether Victim Support's Witness Service /Young Witness Service	3	
	No support received	4	
	Don't know	5	

ASK ALL WHO RECEIVED SUPPORT FROM EITHER THE ADULT WITNESS SERVICE OR THE YOUNG WITNESS SERVICE

Q73a	Overall were you satisfied or dissatisfied with the support that Victim Support's Witness Service or NSPCC's Young Witness Service provided? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied?		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

FEELINGS OF SAFETY PRIOR TO ATTENDING COURT

ASK ALL WHO ATTENDED COURT FOR THE TRIAL/HEARING (REGARDLESS OF WHETHER THEY GAVE EVIDENCE)

Q76a	How safe did you feel before going to court?		
	Very safe	1	
	Fairly safe	2	
	Neither safe nor unsafe	3	
	Fairly unsafe	4	
	Very unsafe	5	
	Don't know	6	

WAITING AREA AT COURT

ASK ALL WHO ATTENDED COURT

Q80	During the time you spent waiting at the court, were you put in a separate waiting room from the witnesses for the other side (i.e. THE DEFENCE WITNESSES) or did both sides wait in the same area?		
	Separate waiting rooms	1	
	Both sides waiting in same area	2	
	Told evidence not required before entering waiting room	3	
	Don't know	4	

UNDERSTAND WHAT WAS GOING TO HAPPEN AT COURT?

ASK ALL ASKED TO GIVE EVIDENCE (REGARDLESS OF WHETHER THEY GAVE EVIDENCE) WHO ATTENDED COURT FOR THE TRIAL/HEARING

Q83a	In general, did you understand what was happening in court while you were there?		
	Yes	1	
	No	2	
	Don't know	3	

TIMING OF NOTIFICATION EVIDENCE NOT REQUIRED

ASK ALL ASKED TO GIVE EVIDENCE BUT SUBSEQUENTLY TOLD EVIDENCE NOT REQUIRED

Q85	At what stage were you told that your evidence would not be needed?		
	Two or more days before the trial date	1	
	One day before the trial date	2	
	Before arriving at court on the trial date	3	
	Immediately after arriving at court on the trial date	4	
	After waiting for up to 1 hour at court	5	
	After waiting for 1-2 hours at court	6	
	After waiting for 2 hours or more at court	7	
	Don't know	8	

REASONS WHY EVIDENCE NOT REQUIRED

ASK ALL ASKED TO GIVE EVIDENCE BUT SUBSEQUENTLY TOLD EVIDENCE NOT REQUIRED

Q86a	What reasons, if any, were you given for not being needed to give evidence at court? PROMPT AS NECESSARY MULTIPLE RESPONSE		
	Defendant pleaded guilty	1	
	Defendant failed to appear at court	2	
	Prosecution withdrew the case	3	
	No reason given	4	
	Other (please specify)	5	
	Don't know	6	

WAITING TIME AT COURT PRIOR TO GIVING EVIDENCE

ASK WHERE THERE WAS A TRIAL/HEARING AND RESPONDENT ASKED TO GIVE EVIDENCE AND ULTIMATELY GAVE EVIDENCE IN COURT

Q89	On the first day you gave evidence in the case, how long did you have to wait from the time you arrived at court to the time you went in to give evidence?		
	Up to 1 hour	1	
	Over 1 and up to 2 hours	2	
	Over 2 and up to 4 hours	3	
	More than 4 hours	4	
	Don't know	5	

ASK ALL WHERE THERE WAS A TRIAL/HEARING AND RESPONDENT ASKED TO GIVE EVIDENCE AND ULTIMATELY GAVE EVIDENCE IN COURT

Q90	How often, if at all, were you kept informed of what was going on while you were waiting?		
	Not waiting long enough to need an update	1	
	More than once an hour	2	
	About once an hour	3	
	Less than once an hour	4	
	Given no information	5	
	Don't know	6	

CONSIDERATION SHOWN PRIOR TO GIVING EVIDENCE

ASK ALL WHERE THERE WAS A TRIAL/HEARING AND RESPONDENT ASKED TO GIVE EVIDENCE AND ULTIMATELY GAVE EVIDENCE IN COURT

Q91	Overall were you generally satisfied or dissatisfied with the consideration shown to you before giving evidence in court? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied?		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

PPS LAWYERS COURTEOUS/DISOURTEOUS?

ASK ALL WHERE THERE WAS A TRIAL/HEARING AND RESPONDENT ASKED TO GIVE EVIDENCE AND ULTIMATELY GAVE EVIDENCE IN COURT

Q92	Did you meet or were you introduced to the Public Prosecution Service lawyer before entering the courtroom?		
	Yes	1	
	No	2	
	Don't know	3	

ASK ALL WHO MET OR WERE INTRODUCED TO THE PPS LAWYER BEFORE ENTERING THE COURTROOM

Q93	Did you feel that the Public Prosecution Service lawyer was courteous or discourteous in his/her treatment of you?		
	Courteous	1	
	Discourteous	2	
	Don't know	3	

DEFENCE BARRISTER COURTEOUS/DISOURTEOUS?

ASK ALL WHO WERE CROSS-EXAMINED

Q95	Did you feel the barrister for the other side was courteous or discourteous in his/her treatment of you?		
	Courteous	1	
	Discourteous	2	
	Don't know	3	

MAGISTRATE/JUDGE COURTEOUS/DISOURTEOUS?

ASK ALL VICTIMS AND WITNESSES ASKED TO GIVE EVIDENCE AND WHO ULTIMATELY GAVE EVIDENCE IN COURT

Q96	Did you feel that the Magistrate or Judge was courteous or discourteous in his/her treatment of you?		
	Courteous	1	
	Discourteous	2	
	Don't know	3	

FEELINGS OF SAFETY/UNSAFETY WHILE IN THE COURTROOM

ASK ALL VICTIMS AND WITNESSES ASKED TO GIVE EVIDENCE AND WHO ULTIMATELY GAVE EVIDENCE IN COURT

Q97	When you were in the courtroom, did you feel safe or unsafe? Is that 'very' or 'fairly' safe/unsafe?		
	Very safe	1	
	Fairly safe	2	
	Neither safe nor unsafe	3	
	Fairly unsafe	4	
	Very unsafe	5	
	Don't know	6	

DEALT WITH FAIRLY WHILE GIVING EVIDENCE?

ASK ALL VICTIMS AND WITNESSES ASKED TO GIVE EVIDENCE AND WHO ULTIMATELY GAVE EVIDENCE IN COURT OR BY VIDEO-LINK

Q100	Overall, did you feel that you were dealt with fairly or unfairly whilst giving evidence?		
	Fairly	1	
	Unfairly	2	
	Don't know	3	

EXPENSE CLAIMS

ASK ALL ASKED TO GIVE EVIDENCE (REGARDLESS OF WHETHER THEY GAVE EVIDENCE) WHO ATTENDED COURT FOR THE TRIAL/HEARING OR WHO GAVE EVIDENCE VIA VIDEO LINK

Q102a	Did you receive a witness expenses claim form to fill in?		
	Yes	1	
	No	2	
	Don't know	3	

FEEL VALUED AS A WITNESS?

ASK ALL WHO GAVE EVIDENCE IN COURT OR VIA VIDEO-LINK

Q107	If you were asked to be a witness in a criminal trial again, how likely would you be to agree to take part? Would you be:		
	Very likely	1	
	Fairly likely	2	
	Not very likely	3	
	Not at all likely	4	
	Don't know	5	
	It depends on the circumstances of the case	6	

FEELINGS OF SAFETY IN COURT

ASK ALL NOT ASKED TO GIVE EVIDENCE BUT WHO ATTENDED COURT FOR THE TRIAL/HEARING

Q109a	When you were in the courtroom did you feel safe or unsafe?		
	Safe	1	
	Unsafe	2	
	Don't know	3	

UNDERSTAND WHAT WAS HAPPENING?

ASK ALL NOT ASKED TO GIVE EVIDENCE BUT WHO ATTENDED COURT FOR THE TRIAL/HEARING

Q110	In general, did you understand what was happening in court while you were there?		
	Yes	1	
	No	2	
	Don't know	3	

COURT OUTCOME/SENTENCE

ASK ALL WHERE THERE WAS A TRIAL

Q112	Did you find out what the outcome of the case was?		
	Yes	1	
	No	2	
	Don't know	3	

ASK ALL WHERE THERE WAS A TRIAL AND WHO LEARNT THE OUTCOME

Q116	And did you think the outcome of the case was fair?		
	Yes	1	
	No	2	
	No view/opinion	2	
	Don't know	3	

THE SENTENCE

ASK ALL WHERE THE OFFENDER WAS FOUND/PLEADED GUILTY

Q117	Do you know what the sentence was?		
	Yes	1	
	No	2	
	Don't know	3	

ASK ALL WHO KNEW WHAT THE SENTENCE WAS

Q118a	Did you feel the sentence given was fair?		
	Yes	1	
	No	2	
	Don't know	3	

SATISFACTION WITH EXPERIENCE IN COURT

ASK ALL ATTENDED COURT FOR THE TRIAL/HEARING (REGARDLESS OF WHETHER THEY GAVE EVIDENCE)

Q119a	Overall were you satisfied or dissatisfied with your experience at court? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied?		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

FEELINGS OF INTIMIDATION

ASK ALL RESPONDENTS

Q120a	Was there any point in the whole process when you or your family felt intimidated? This could have been at court, before court or at any stage after the initial incident.		
	Yes	1	
	No	2	
	Don't know	3	

Q120c	Where did this intimidation occur? MULTIPLE RESPONSE		
	At the court building, but outside the courtroom	1	
	Inside the courtroom	2	
	Outside court/ In the community	3	

SATISFACTION WITH SERVICE RECEIVED FROM COMPENSATION AGENCY

ASK ALL VICTIMS WHO PUT IN APPLICATION FOR COMPENSATION

Q140a	How satisfied or dissatisfied have you been with the service you have received from the Compensation Agency? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied?		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

REPORT A SIMILAR CRIME AGAIN?

ASK ALL WITNESSES

Q145a	If you witnessed the same type of crime in the future, would you report the incident to the police?		
	Yes	1	
	No	2	
	It depends	3	
	Don't know	4	

CONTACT WITH VICTIM SUPPORT

ASK ALL VICTIMS AND WITNESSES

Q147a	Did you have contact with Victim Support at any stage in the process?		
	Yes	1	
	No	2	
	Don't know	3	

SATISFACTION WITH VICTIM SUPPORT

ASK ALL WHO HAD CONTACT WITH VICTIM SUPPORT

Q149a	Overall were you satisfied or dissatisfied with the contact you had with Victim Support? NOTE: Is that 'completely', 'very', or 'fairly' satisfied/dissatisfied?		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	8	

REPORT A SIMILAR CRIME AGAIN

ASK ALL VICTIMS

Q151a	If you became the victim of a similar crime again, would you report the incident to the police?		
	Yes	1	
	No	2	
	Depends	3	
	Don't know/remember	4	

PRISONER RELEASE VICTIM INFORMATION SCHEME

ASK ALL VICTIMS WHERE SENTENCE INVOLVED CUSTODY OF SIX MONTHS OR MORE DURATION

Q153a	Are you aware of the Prisoner Release Victim Information Scheme?		
	Yes	1	
	No	2	
	Don't know	3	

ASK ALL VICTIMS AWARE OF THE PRISONER RELEASE VICTIM INFORMATION SCHEME

Q154a	Did you register with the scheme?		
	Yes	1	
	No	2	
	Don't know	3	

PROBATION BOARD FOR NORTHERN IRELAND VICTIM INFORMATION SCHEME

ASK ALL VICTIMS WHERE SENTENCE INVOLVED PROBATION SUPERVISED SENTENCE

Q156a	Are you aware of the Probation Board for Northern Ireland Victim Information Scheme?		
	Yes	1	
	No	2	
	Don't know	3	

ASK ALL VICTIMS WHO WERE AWARE OF THE PROBATION BOARD FOR NORTHERN IRELAND VICTIM INFORMATION SCHEME

Q157a	Did you register with the scheme?		
	Yes	1	
	No	2	
	Don't know	3	

VIEWS OF CRIMINAL JUSTICE SYSTEM AS A WHOLE

The next series of questions ask about your views of the Criminal Justice System (or CJS) as a whole: Police, Public Prosecution Service, Courts, and Prison and Probation Services. In answering these questions just think about those you've had contact with.

ASK ALL RESPONDENTS

Q174	In general, were you satisfied or dissatisfied with the <u>information</u> you were given about the criminal justice system process? NOTE: Ask whether that is 'completely', 'very', or 'fairly' satisfied/dissatisfied once they have replied		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	98	

ASK ALL RESPONDENTS

Q175	Thinking about when you first reported this incident to now, are you satisfied or dissatisfied with how well you have been kept informed of the progress of your case? NOTE: Ask whether that is 'completely', 'very', or 'fairly' satisfied/dissatisfied once they have replied		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	98	
	Did not report the incident	9	

ASK ALL RESPONDENTS

Q176	In general, were you satisfied or dissatisfied with the way you were treated by staff in the criminal justice system? NOTE: Ask whether that is 'completely', 'very', or 'fairly' satisfied/dissatisfied once they have replied		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	98	

PERFORMANCE INDICATOR QUESTION

ASK ALL RESPONDENTS

Q177	Overall, were you satisfied or dissatisfied with the <u>contact</u> you've had with the criminal justice system? NOTE: Ask whether that is 'completely', 'very', or 'fairly' satisfied/dissatisfied once they have replied		
	Completely satisfied	1	
	Very satisfied	2	
	Fairly satisfied	3	
	Neither satisfied nor dissatisfied	4	
	Fairly dissatisfied	5	
	Very dissatisfied	6	
	Completely dissatisfied	7	
	Don't know	98	